

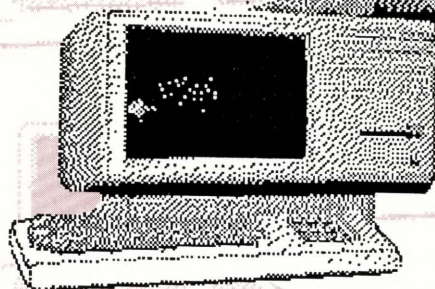
The LisaTalk Report

Winter Issue 1985

OPTIMIZING YOUR LISA/MAC XL

\$10.50

**KEEPING
HER ALIVE!**



FEATURES INSIDE:

- Lisa: A Case History
- Lisa 2/10 VS Mac Hyperdrive
- Xenix Multi-User

The LisaTalk Report

OPTIMIZING YOUR LISA/MAC XL

Publishers:

The NetWorkers-The LisaTalk Report

President: Lewis Guice

VP-Operations: Roxane M. Schwabe,

VP-Finance: John A. Zimmerman

Limited Partner: Robert W. Johnson

Administrative Assistant: Carole Crawford

Staff Assistant: Dan Schwabe

Editor in Chief:

Lewis Guice

Associate Editor:

Roxane M. Schwabe

Assistant Editor:

Patricia Dines

Contributing Editors:

Diane Burns

Joan D. Dickey

Patricia Dines

John C. Draper

Rob Graner

Gary Ingram

Samuel Neulinger

David Redhed

Robert Reed

Fred Reitberger

S. Venit

Art & Production:

The NetWorkers-The LisaTalk Report

TechArt of San Francisco, Kim Payne

and Diane Burns

Tribute To The Lisa - Photographs by Joel Abramson

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On The Cover: Lewis Guice and the orphan Lisa Computer, photograph by Joel Abramson, digitized by TechArt, San Francisco, California.

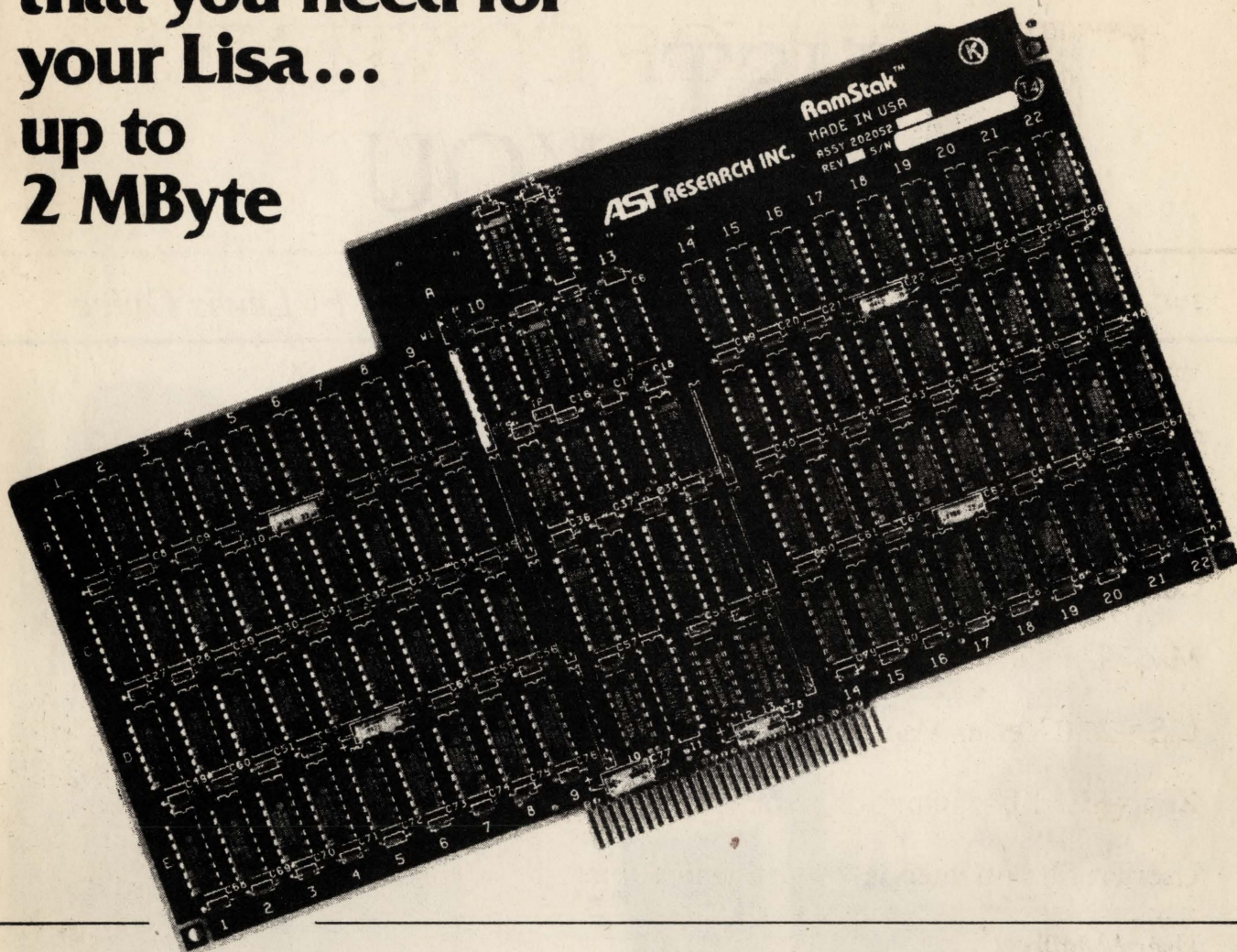
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JUST FOR YOU

by Lewis Guice



Part of the team "committed to keeping her alive" - Patricia Dines, Roxane M. Schwabe, John A. Zimmerman, Carole C. Crawford, Robert W. Johnson, Lewis Guice. Photo by Joel Abramson.

“**K**eeing Her Alive” is the theme of this issue and The NetWorkers has taken significant steps to help Lisa/Mac XL users to do just that. Over the past few months we have been able, through your support, to stimulate a new interest in supporting the Lisa/Mac XL. Developers have contacted us, and a whole new series of products and support services are springing up around the Lisa/Mac XL. Following are a few examples of the efforts being made in this direction.

- A company here in the San Francisco Bay area is presently developing an interface card that will allow users to install up to **30 megabytes of hard disk storage** into their Lisa/Mac XL's. The hard disk drive will replace the existing Seagate 10 Meg internal hard disk drive already present in the Mac XL or Lisa 2/10.
- Another California company is working on an interface card that will allow the Lisa/Mac XL user to take advantage of the **Apple double-sided 3.5 inch disk drive**. In addition,

they are seriously considering developing a 68020 Co-Processing board that will enhance the speed and performance of the Lisa/Mac XL and offer improved Macintosh compatibility.

- A New York company is researching the possibility of developing more **interface cards** to allow more hard disk access; this development, combined with Macworks 4.0, will offer more mass storage capability with the variety of hard disk configurations on the market. They are also looking into marketing a **digitizing tablet** for the Lisa/Mac XL.

- Santa Cruz Operations of Santa Cruz, California, is re-introducing their **Xenix Operating System** for the Lisa which offers Real-Time Concurrent Multi-User capabilities. Other Multi-User products which they will continue to offer include: Lyrix Word Processing, Microsoft's Multiplan and The Informix Relational Data Base. The phone number to Santa Cruz Operations is (408) 425-7222 (ask for sales).

- Open Systems, a Minnesota-based company traditionally known for offering some of the best micro accounting software, will be re-introducing their full line of **Xenix/Unix-based Multi-User Accounting Software**. Their modules include: Accounts Payable; Accounts Receivable; General Ledger; Inventory; Payroll; Fixed Assets; Job Cost; Purchase Order Processing; Report Writer; Sales Order Processing; and Resource Manager. The phone number to Open Systems is (612) 829-0011 and the contact person is Scott Waterman.

- Sun Data, a Utah-based support company who previously took over the support and sales of the Apple /// is presently negotiating with Apple Computer, Inc., to provide the same type of **sales and support services** for the Lisa/Mac XL. The chances of this occurring are very probable, and The NetWorkers will be working closely with Sun Data to keep you informed of these developments. Sun Data will be offering both hardware and software telephone support and repair services to the Lisa/Mac XL user. In addition, they will be selling machines. Their phone number is (800) 821-3221, and the contact person is Bud Spencer.

- Micro Systems Designs, a Sacramento-based development company, has developed a **Print Buffer** which interfaces with the Lisa Mac XL, the Laserwriter, the Imagewriter and most other RS232 devices. Its key feature is its ability to convert various communication protocols between devices. In other words, if you are trying to transfer information from another computer to your Lisa/Mac XL or back, this device allows them to speak a common language, making data exchange relatively simple. In addition, Micro Systems Designs **repairs Lisa/Mac XL's**, and they have plotted out the schematics for the Lisa/Mac XL and are offering them for sale to developers. Their number is (916) 888-7170, and the contact is Doug Hughes.

Be aware:

- There are a couple of things of which you should be aware. Somewhere along the development of the Lisa in mid-1983 there was a change made in production, and the I/O (Input/Output) board configuration was changed. If you have been trying to load MacWorks 3.0 onto your Lisa 2 or Lisa 2/5 and you are consistently running into stumbling blocks like systems bombs and I/O error messages, chances are you have one of the earlier I/O boards in your machine. We have not been able to get an official remedy from Apple Computer as of yet; however, we do recommend that if you seem to be having these problems, and you have the proper ROMs in your Lisa/Mac XL, switch your I/O board with a later model (perhaps your dealer or a mutual friend will oblige you) and see if this board swap fixes the problem. If it does, then you should talk to Apple about getting a new I/O board.

- Another extremely critical bit of information regards ROM upgrades. I know that many of you enjoy the flexibility of being able to work in all of the environments the Lisa/Mac XL is capable of, i.e., Lisa 7/7, the Workshop and Macworks. In addition, I know that many of you still do not have the proper ROMs in your computer systems. If you need to get the proper ROMs from Apple, there are, as I'm sure many of you have come to find out, some serious problems. If you want the right ROMs from Apple, you must buy their complete Screen Kit Package, even if you just need the ROMs. Dealers have been and are being instructed that they must install the entire Screen Kit package into your machine.

The catch is that once you have had everything installed and your ROMs are working beautifully and your screen looks wonderful in the Macintosh environment, when you receive the official migration package, you cannot use it. Once you have installed the screen fix, you cannot go into the Lisa or Workshop environments, and therefore migration is rendered useless. (For more information about migrating from Lisa to Mac, see Rob Graner's article, Migration, in this issue.) This is a major SNAFU that I'm sure will be remedied. The NetWorkers is still investigating this dilemma, and as we are of the opinion that Apple will provide a solution by making ROMs separately available in the future, we recommend that you insist that your dealer does not install the screen fix. We also recommend that you buy All Star Computer's BitFixer, which allows access of all environments. We will update you on these matters in the Spring Issue of *The LisaTalk Report*.

Recommendations:

- Make sure that your Lisa/Mac XL has the proper ROMs. The proper ROM configurations are: Lisa 2/10 = H/88; and Lisa 2/5 = H/A8. These numbers should appear on the upper right hand corner of your screen when you turn on your machine, after the

internal memory and board checks. We have been informed by subscribers that in some cases no ROM numbers appear; this is possibly due to early changes made in the I/O board configuration which I mentioned earlier. We are still unsure if this is relative to any particular hardware problems users are experiencing, and we will address this matter in future issues.

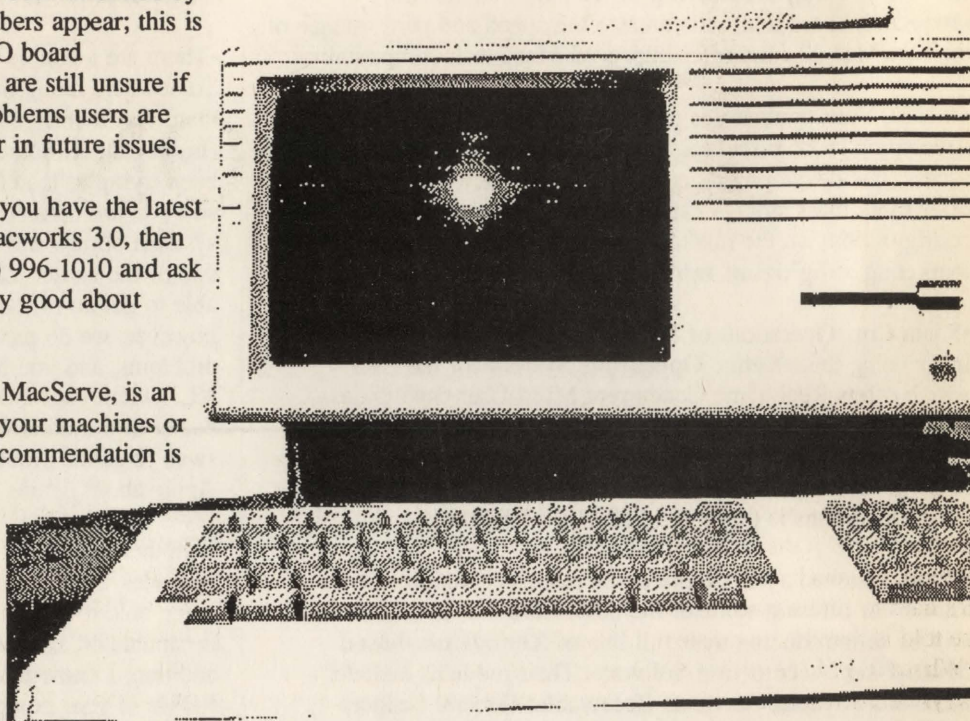
- If you are using Macworks, make sure that you have the latest version, Macworks 3.0. If you don't have Macworks 3.0, then you should contact Apple Computer at (408) 996-1010 and ask them to send it to you. They have been pretty good about getting it to customers quickly.

- Infosphere's XL Serve, soon to be renamed MacServe, is an absolute must whether you wish to network your machines or remain in a single-user environment. This recommendation is made as there is a serious BUG in Macworks that slowly destroys your system resources. Once you have suffered this catastrophe, your Lisa/Mac XL is unable to locate your hard disk and all of your data is permanently lost. (Gary Ingram goes more into this in his "Environments" column in this issue.) I believe the reason for this erosion is due to the difficulty of the Finder in the Macworks environment to manage the disk efficiently. In many cases, once you have installed XL Serve the bug does seem to disappear, possibly because of better disk management software. The second reason that XL Serve is a must is its archive or back-up feature. XL Serve allows the users to easily and efficiently back-up data onto floppies, even files in excess of the 400K memory floppy limitation.

- Many users have called me and asked if they should buy the AST RamStak, and all I can say at this point is that we here at The NetWorkers have installed one in our every Lisa/Mac XL. In my particular office we have a Mac XL with two megabytes networked with XL serve to a one megabyte Macintosh computer, and without a doubt the performance is excellent even with two users, and we never experience system bombs.

- For more information on optimizing your Lisa/Mac XL we recommend that you catch Dave Redhed's Orphan Support Column in The MACazine. Many people have suggested that we are competitors, but frankly, this is a ridiculous notion. For so long it has literally been impossible for Lisa/Mac XL users to get information on their computers--but I'm sure you'll agree, its nice to know that there are several sources of information and support available.

- Our Lisa/Mac XL team here at The NetWorkers is very excited about this Winter issue of The LisaTalk Report, and we hope



that you will find it both entertaining and informative. We are presently gearing up to start testing Macintosh software on the Lisa/Mac XL, and we will be publishing the results of our findings in future issues of The LisaTalk Report. If you are in need of in-depth information regarding the compatibility and performance of a particular product and you would like the product tested before you buy, please contact the vendor and have them contact us and we will arrange testing. We will also be very glad to hear from anyone who might be interested in writing articles and reviewing products for The NetWorkers. If you are interested, please call me at (415) 258-9152. By the way, the NetWorkers' Central Office has moved to 21 Canyon Road, San Anselmo, California 94960. Please address any correspondence to this new address to ensure timely postal delivery. (Subscriptions will, however, continue to be processed at our financial office at 345 Lorton Avenue, Suite 200, Burlingame, California 94010.)

- Finally, we will be exhibiting at the MacWorld Exhibition to be held at Brooks Hall on January 16 through 18, 1986, in San Francisco, California. We will be on hand to answer your questions and will be displaying Lisa/Mac XL-oriented products in our area appropriately named, "The Lisa Orphanage." Please stop by and say "Hello."

Thank you for your support.

Lewis Guice
President



ENVIRONMENTS

by Gary Ingram

Well, it's been almost three months now since our last meeting here in the *ENVIRONMENTS* portion of The LisaTalk Report. So much has been happening in the Lisa/XL world that it's hard to find a place to start. I guess the first thing that must be told is that the Lisa is now *officially* an obsolete machine. "What's that? This is old news," you say! Not so, friends. The ways of the corporate world are strange and slow. Apple did stop producing the Lisa awhile back, but their inventory of new machines has held out fine until recently.

"So, what does this mean to me?" you say. It means that Lisas are now OFF the Apple dealer price list and will no longer be sold in the retail stores. Once the dealer runs out--that's it, Fred. If you were thinking about buying a new Lisa, you'd better high-tail it down to your local dealer QUICK!

Note that *refurbished* machines might be finding their way into the marketplace soon, however. Apple has been setting up a Lisa-refurbishing warehouse and appears to be gearing up to distribute these either through dealers or maybe even directly to the public. (To give you an idea of Apple's size of and commitment to this facility, last month 'yours truly' installed a 12 KVA frequency converter which I designed for Apple for the sole purpose of testing the 50 Hz machines being shipped to Europe. If you figure a Macintosh uses about 80 Watts, then you know 12,000 Watts means A LOT of Macs!!!) The refurbished machines are comprised of returns from stores, warranty returns, loaners, etc. They are gone over, fixed, reboxed, and sold as Mac XL's for about \$2,900⁰⁰ (however, this is not yet an *official* price). In most cases, these machines are better than new because they have been individually examined from top to toe for defects.

Other equipment to be found within this warehouse, and likely to be made available through various channels, includes 512K RAM boards, keyboards, disk drives, and software. I've seen Lisas stacked in racks to the ceiling--hundreds of them in one

warehouse. I felt like a little kid in a candy store (I'll take one of those, an' one of those, an' one of those, an'...). Having seen these pretty elaborate facilities set up for the actual refurbishing process, I think that with the proper management, Apple might just be able to back up its commitment (as stated by Stephanie Littell, Apple/Lisa product manager, in the LisaTalk Conference in June, 1985,) to provide "five years of support" for its discontinued Lisa. (November, 1985, actually marks the beginning of these five years.) Again, Apple has not yet set up a distribution system for all of this yet, but if anything breaks by next issue, I'll name names.

Most of you should have the latest copy of Macworks 3.0 by now, right? The quickest way to tell is in the Start-Up. When the little, smiling Mac pops up, just before "Welcome To Macintosh" (or whatever crazy start-up screen you've set up), the Version 3.0 will have a little dialogue box right under the Mac saying, "MacWorks 3.0," and a copyright notice will appear. If you haven't been able to get this version through a dealer or a friend yet, don't sweat it. Although this version does improve the speed of the XL a tiny fraction and it does work with some of the Mac software a little better, it also has some nasty little bugs in it that will give you fits. The worst of these little beasts is the incessant writing of garbage to the boot blocks (that's the part of the software on the hard disk that tells the computer how to get the programs going) and the subsequent "Trashing of the System File Map" (ID=27). The first signs of this starting to happen can show up in any one of your programs. Watch for things that seem just a little bit "funny" or odd. Another symptom of potential boot block erosion is being unable to empty the trash or throw something away even though it's not locked or protected.

Also, your Desk Accessories will start to develop strange quirks, and mystic ruins will suddenly appear in some of your text documents. You might get a message saying that there's no printer driver installed on the disk even though you know it is.

All of these symptoms point to an inevitable Disk Crash. If you don't have everything backed up, do it NOW. The final result of all this craziness will most likely be the disappearance of the hard disk. "Oh, c'mon now," you say, "a disk doesn't just disappear!" Well, welcome to the real world, folks. The old ID=27 will trash the disk so badly that not even FEdit or MacTools will acknowledge that it's there. When you try to start up from the hard disk, you'll either get a black, frowning Mac or you won't get past the "Start Up From" dialog box.

Now if you take a crashed XL into your local dealer, they are likely to tell you that the problem is in the hardware, i.e., the disk drive, the I/O board, the Whatzit board, etc. If you go along with this, it just might cost you a bundle in new parts and labor. You see, the Lisa has its own way of diagnosing its problems and it will sometimes look at the MacWorks 3.0 as a problem. If this wasn't all so frustrating, it might be funny.

Anyway, the easiest way to solve this disaster is to erase the hard disk and reinstall all of the software. If you are getting the black, frowning Mac, you can use the Mac XL System Disk. If you are unable to get past the "Start Up From" dialog box, you're going to need a Lisa 7/7 Office System or a good friend who has one; Mac software can't get into one this far gone and you will find yourself in an endless loop if you try.

Some internal Apple people recently fell victim to this Mac(Doesn't)Works problem and with a huge amount of hashing and thrashing about among them, us and quite a few other witnesses, they decided to write another MacWorks. Yes, version 4.0 is on its way. Hey, this is a very complex machine that we all tend to take for granted. Very few people know exactly how it works and when you have to juggle different CPU speeds, a different interface, different ROM routines, different pixel size and on and on, you can begin to see their problem. Let's all hope they make it a good one this time.

While we're on the subject, I have it on very good authority that there is a version of MacWorks floating around out there that will support multiple hard disks. The market for Profiles is going to get hot!! With the right hardware and add-on cards, the Lisa can support 120 Megabytes worth of Profiles, in addition to the 10 MB internal disk. With the new hard disk support, we might even be able to add a Corvus, Tecmar or other bigger drives (the possibilities boggle the mind). Streaming Tape Back-Up also comes to mind here, or am I just dreaming out loud?

While the Lisa was being manufactured by Apple, Lisa owners were lucky to get even an answer to a letter. Now the surprises and developments are coming faster than we can keep track. Those of you who were lucky enough to get a copy of the premier issue of The LisaTalk Report also received a survey from AST Research, Inc. (the company that developed and manufacture the 1.5 MB RAM card for Lisa). Ash Jain, the

director of AST's Independent Business Unit, is doing something that we don't often see in the world of computers. He is betting that we, as consumers, know what we want and that we will buy it once it's developed. I say "betting" because the costs of developing some of this hardware are astronomical. I think Ash and the people over at AST deserve a hearty slap on the back and all of our support for their insight and support.

Within my survey, one vote went for a Mac Board that will put the MacWorks on a card along with the Preferences (Control Panel) and the Clock, all kept alive by a replaceable battery like the Mac. This might take us out of the cycle of MacWorks software for good. Another vote went for a driver card for an external 800K floppy disk drive. Still another vote went for an internal 1200/2400 baud Modem card so we can use the regular modem port for other printers and such. How about you? If you didn't send in your letter, you have no voice in this and you can bet your needs will be ignored.

Last of all, but maybe the best of all, is a product that is due to be released by the end of this year by Centram out of Berkeley, California. The magic word is TOPS. It stands for "Transcendental Operating System," and if it does all they say it will, it is really MAGIC. Try to imagine three different computers in an office: A Macintosh with one external floppy drive, a Lisa running the 7/7 Office System, and an IBM PC AT. Now try to imagine all three of these different systems networked together but still operating with their own systems. Now, say you are working on the Lisa with 7/7 and you need a spreadsheet that is running on the Mac and a speech that is on the AT disk. With TOPS you can call the spreadsheet directly from the Mac into the Lisa and the same for the speech. But here's where the MAGIC comes in. The files that you just got from the other two computers look just as if they are Lisa 7/7 files, icons and all. At the same time, the guy on the Mac could be getting a project planning document from your Lisa and it would look like a Macintosh document on his screen. Then the guy on the IBM, having run out of room on his AT, could store one of his documents on one of your Profiles. All three could use the LaserWriter Printer.

WOW! I think I've died and gone to heaven. All this trickery is accomplished at about \$100⁰⁰ per node. The secret, if you can call it that, is to translate all of the different operating systems' code into a common language by means of a little box next to each computer. The common language is then transmitted to another box in the network and translated into the language of the computer attached to it. All of this happens at the speed of the ROMs (Very Fast!) and there is supposed to be no noticeable delay when accessing other disks. For those of you that were looking for a way to use the Lisa 7/7 and the Mac at the same time, *this* is what you were looking for.

News this fantastic never seems to come without a hitch,

though. The hitch is that Centram hasn't decided to write the interface for Lisa 7/7 yet. The Mac and IBM are both ready, but if we want a Lisa 7/7 TOPS, we are going to have to write some letters, folks. If I and just a few others are the only ones that think that this is important enough to write a letter about, then it won't happen. I've talked to a few people in the company and they say that if they can perceive enough of a need, they will build an interface. How about a whole office full of Macs running with LisaWrite and LisaDraw?

So let's get out those impressive corporate letterheads and use those computers for one of the things for which they are so well-suited--Innovation!!! Send your diatribes to:

Centram Systems West, Inc.
2372 Ellsworth Ave.
Berkeley, CA 94704
--Or call (415) 644-8244--

Well, I could prattle on and on, but I had better leave room for someone else in this magazine. As always, if you have any specific questions or problems, send them to:

Gary Ingram
C/O The NetWorkers
21 Canyon Road
San Anselmo, CA 94960



Gary Ingram is an engineer and President of Nite & Day Power Technologies. He has worked with other companies, such as AT&T and Apple Computer, in trouble-shooting for mini-computers, mainframes, micros and back-up power systems. He is presently an engineering consultant for AT&T at their Oakland telecommunications facility. He is also working closely with Odesta Corp. doing beta site testing of their new Helix program Version 2.0 and doing on-site programming and consulting for Helix users all around the San Francisco Bay area. Gary also provides technical support for the Lisa and Mac X/L for "The NetWorkers."

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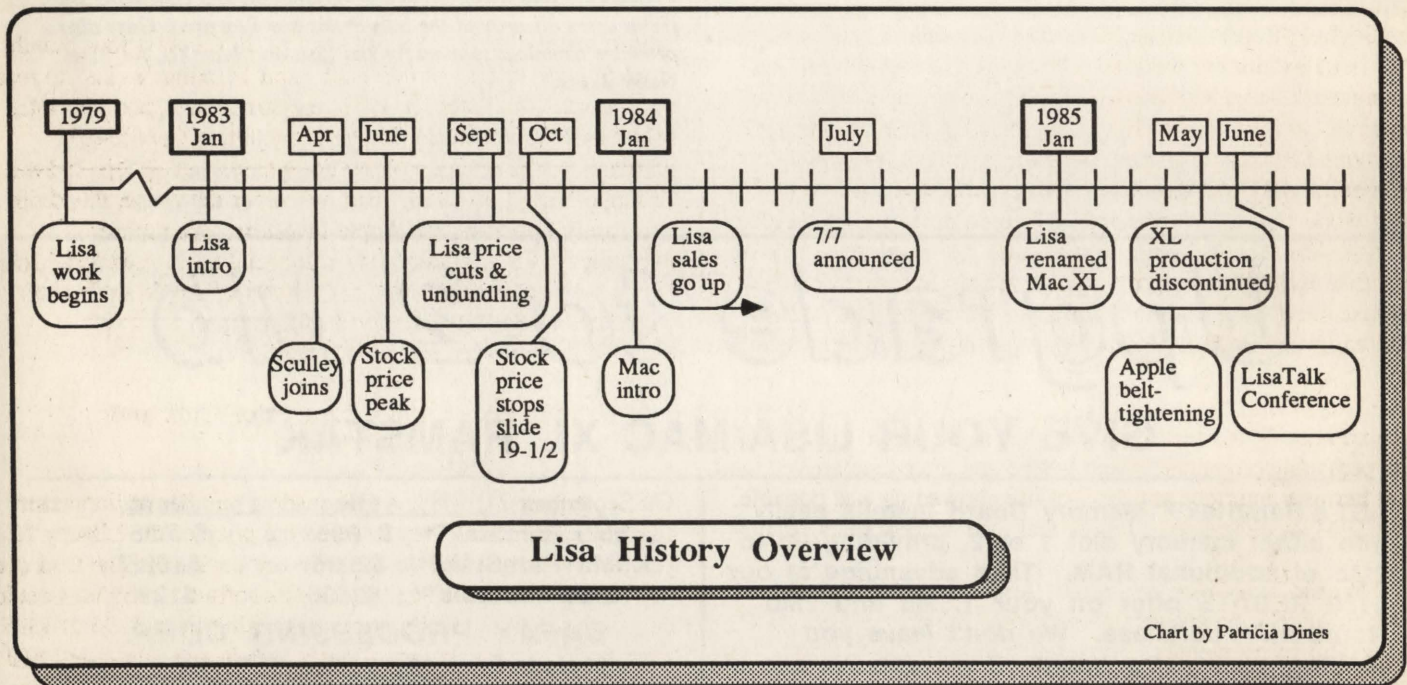
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THE LISA: A CASE HISTORY

by Patricia Dines

In January, 1983, Steve Jobs and John Sculley declared that Apple "was betting the future of the company" on their new Lisa. In May, 1985, the mother Lisa was put to pasture, as the Mac carried on the flame. What happened in this two and one-half years? And what is to become of those who believed and bought the computer? Settle down, dear reader, to hear a most interesting tale about the computer called the Lisa.



January 1983: The New Baby

In January of 1983, after four years of work, Apple released the baby Lisa to the world. At \$9,995, this new personal computer paradigm included one megabyte of internal memory, a five megabyte hard disk drive, two 5-1/4" disk drives, and six core software programs: LisaWrite to write, LisaDraw to illustrate, LisaCalc to calculate, LisaGraph to show those numbers to others, LisaList to store and sort information, and LisaProject to map the journey. All integrated. Moreover, Lisa (an acronym for "Local Integrated Software Architecture") was the first personal computer to use a

mouse, and its graphic interface, reminiscent of the Xerox Star, was deemed revolutionary in its price range. And it was the first major PC to have within its "command center" a 32-bit microchip (the MC68000), the same chip now used in the Mac. Because this chip could carry twice the load of the then-current 16-bit chip, it could carry the baggage of the now-famous "user-friendly interface."

After four years of work (200 person-years) and \$50 million of investment, the thoughts at Apple must have included: Would they like it? Would they see its power? Would they buy enough? Well, two out of three isn't bad.

(1) **Hey, Mikey - they liked it!** In March, 1983, John Eckhouse commented, "Consumer interest [in the Lisa] remains high, as evidenced by the tremendous crowds that have gathered around Lisa at the few recent trade shows where it has been exhibited." Many a user saw for the first time a computer such as they had only imagined - one they actually felt excited about using. In the six months after the introduction, Apple's stock rose from 33-5/8 to 62-5/8.

(2) **And - they saw its power.** "The arrival of the Lisa has revealed a new dimension in the processing of research data," said Apple User magazine. Said D. R. Goodman of the Bay City Business Journal, "Apple's Lisa featured advanced 'software integration'; but more important, Lisa was innovative in 'demystifying' the technology. Apple promised to make computing accessible to ordinary people, no matter how technologically naive - an advance that was expected to revolutionize the industry."

The Seybold Report devoted 26 out of 32 pages of its January 1983 issue examining the Lisa. They said, "Even before it was announced, Lisa proved to be one of the most controversial new computers in many years. Everyone seems to have an opinion ... On one hand Lisa has been hailed as a miracle machine ... More commonly it is damned by critics who say that it will never work, that it is over-priced ... We do not agree with either point of view. Lisa may not be a miracle, but it is certainly a milestone 'event' of great importance. It may not instantly obsolete everything else on the market, but we believe that after Lisa the professional computing world will never be the same again."

In remembering the history of the Lisa, some would not forget how personal computers looked before and after Lisa arrived, and what her user interface and ease-of-use showed us was possible. Even IBM would come to follow that lead - a few years later.

(3) **"Would they buy enough?"** And this was the crucial question - not to be answerable until the Lisa shipped later that spring. But many wondered how much volume the \$10,000 price tag would be able to create.



April 1983: The New President

On April 8, 1983, the San Francisco Chronicle's headline rang, "New President and Computer Shine at Apple Presentation." They went on to say, "John Sculley, Apple Computer's new \$2 million president, impressed security analysts yesterday, and Lisa, the company's new \$10,000 computer, has apparently done the same thing among customers." Included in his compensation package were 350,000 shares of Apple stock. The excitement was still running high about the new accessibility that the Lisa offered. Sculley often mentioned a prospective

"family" of 32-bit computers, seeming to add stability to the prospects of the Lisa.

Yet even then Mac's name was starting to surface. But Sculley refused to comment on the rumors of an unannounced "less expensive version, supposedly called a Macintosh." Apple's stock had gone up nearly 6 points since the Lisa introduction (from 33-5/8 to 39-3/8) - and Lisa was the star product of the hour.



June 1983: Apple's Stock Price Peaks - and Plummet

On June 6, 1983, Apple's price peaked at 62-5/8, nearly doubling its Lisa introduction price of 33-5/8. This would seem to imply great faith in Apple, its Lisa, and the future and financial stability of the company. Surely, many smiles were worn during this rise.

Unfortunately, this joy would not last. In the next four months, Apple's price lost all of this gain - and 14 points more - to reach on Thursday, October 13, 1983, the terrifying low of 19-1/4. Many factors influenced this drop, including Osborne's bankruptcy, the collapse of the computer stock group, and the "disappointing Lisa sales." But, whatever the cause, this drop was surely unsettling for Apple investors. Even more importantly, for someone with a financial background like John Sculley - not to mention 350,000 shares of Apple stock - this must have signaled a time for drastic action.



September 1983: Lisa Price Cuts and Unbundling

On September 21, 1983, Apple made a number of important changes to the Lisa. They lowered the price of the Lisa by 18 percent and unbundled the six software packages. The Lisa could now be purchased for \$6,995. The six software programs could be purchased individually at prices ranging from \$295 to \$395 each, or \$1,195 for the set. Clearly, Apple was answering two of the major complaints about the Lisa - the price tag, and the slowly-developing third-party software community. Unbundling the software would leave more room for competitive third-party products. As Apple told the press, "selling Lisa's hardware and software separately gives customers flexibility in choosing software application packages which best meet their needs."

At this time, Apple also announced that 165 third-party developers were developing software for the Lisa. Additionally, they spoke of increasing support for their "expanded dealer base," who had been far outselling their nascent corporate sales force. Certainly they expected these two changes to assist dealers in selling their product. Within a month the stock price stabilized.



October and November 1983: More Products

October and November saw a series of announcements and releases for the Lisa. On October 4, Apple started shipping versions of the Lisa to Australia, New Zealand, France, Germany and Britain. These shipments came from the new international Lisa plant in Cork, Ireland. On November 1, the programming language used to develop the Lisa Office System (Lisa Pascal) shipped at \$595.

On November 16, Apple announced and had available two communication products for the Lisa: LisaTerminal (\$295) and the Apple Cluster Controller (\$4500-\$7000). LisaTerminal was Apple's software for communicating on-line with modems. The Apple Cluster Controller allowed up to seven Lisa users to communicate with IBM mainframes. (More technically, it was a "protocol converter" to "emulate" the 327x type cluster controller, allowing up to seven Lisas to hook up to the IBM 3270 network.)

These appear to be the actions of a company supporting and planning the expansion of the Lisa. Yet already internal wheels must have been at high speed for the Mac introduction. Could it have been this early that Apple's energy shifted from the Lisa to the Mac?

On November 11, 1983, the columnist John Dvorak was whispering rumors of "the possibility of Apple dropping the Lisa computer line ... While internally the computer may be a Lisa, it may be sold as a Mac - of some sort. Reports have it that Apple intends to phase out the unsuccessful Lisa computer." He mentioned no source, but could it have been Apple insiders revealing internal discussions? Although the Lisa had apparently been successful for between 10,000 and 20,000 buyers, sales were not up to the in-house target, said to have been closer to 40,000 units. But there was one more function that Lisa was to perform - to get the Mac off the ground.



January 24 1984: The Mac is Introduced

And what a gala event it was! The auditorium was filled far before the announced starting time - and not just with the stockholders. In fact, some stockholders were shut out of this much-anticipated event by curiosity-seekers, Apple-lovers, and the press. I was there. The energy level was high. We now were to know the computer of the ad, and the family to which Sculley had referred last April - the Apple 32 SuperMicro Family (named after the 32-bit MC68000 microchip).

With much fanfare, the *new* baby was announced - with words that are in hindsight chilling to any Lisa owner. They were betting the future of the company on the Mac now! But with

only one Mac on-stage with three Lisas, who would suspect the survivor to be the Mac alone? In nearly all of their discussions of the Mac, in the press releases, the Mac was described relative to the Lisa. "Apple Computer today unveiled its Lisa 2 series - higher-performance versions of its pioneering Lisa computer... Apple's Lisa 2 series and the new Macintosh form the basis of an expanded family of products incorporating Lisa Technology." And so on.

The Lisa had put into our minds a name for the interface style and an awareness of its usefulness. Now with the Mac we had what we really wanted - a cheaper Lisa. Said Apple, "[the] Macintosh computer takes the technology even further and incorporates it into a system that is competitive in price and size with systems using older technologies."

Bill Atkinson, a primary programmer and chief interface designer of both the Lisa and the Mac, said, "Initially we thought of it [the Mac] as a 'VolksLisa.' We had something really neat in the Lisa, but it was just too expensive to reach many people... I think of the Lisa as ... a prototype Mac. We shipped it and it was a good machine, but our next round of building and development was a whole lot better. We built on top of what we knew, incorporating all the good stuff, but we streamlined it ... making it more compact and more personal."

Moreover, three major software developers were on stage with the machines, to show the excitement about and commitment to the Mac by the software developers. The Lisa had brought Apple many lessons. "Accessible" means economically accessible, too. Prove to me you know how to sell it. And - we need to see the third-party support.

With the Mac, Apple finally had the right answers. The Lisa had been a marvelous springboard.



Lisa Sales Go Up

To the surprise of some, Lisa sales skyrocketed after the introduction. Inventories were emptied. Infoworld reported, "Mac's Success Rubs Off on Lisa." Dun's Business month said, "Analysts estimate that 75,000 units of the Lisa... will be sold this year." Maybe the old girl had life in her yet! But why did sales go up? It seems that people loved the Mac - and the Lisa was billed as a big Mac. Apple described the four computers as a family, so one could start at the price point of one's choice, from \$2,500 to \$5,500, and expand from there as needed. The Mac was the lower-priced gateway.

At this time, the Mac with a 9" screen and 128K internal memory (RAM) was \$2,495. For one thousand dollars more (\$3,495), one could get the Lisa 2, with 512K internal memory, and a larger 12" screen. For one thousand dollars more

(\$4,495), the Lisa 2/5, with the external five-megabyte hard disk drive, was yours to keep. Another thousand dollars (\$5,495) and you could buy the "top-of-line" Lisa 2/10 with the 12" screen, the 512K RAM, and an internal ten-megabyte hard disk drive. In short, Apple offered a pleasant range for a salesperson wanting to assist a consumer with a choice between price and features.

So, many fell in love with the Mac and bought the Lisa. Why not? It offered the larger screen, the added internal memory (up to one megabyte), and the hard disk drive (which the Mac did not have). And even more, when using the Lisa as a Lisa (with the Lisa operating system), they got multi-tasking (the ability to run more than one program at once) and capacity for Mac and Lisa program development (not yet possible on the Mac).



So, Was the Lisa Really a Big Mac?

As some users were to discover, the glossy gateway from Mac to Lisa was not as smooth as claimed. Infoworld's subtitle on the above article was "Mac Works Compatibility Creates A Little Concern." Although the façades of the two machines were the same, some important differences were brushed under the rug.

- (1) The Mac and the Lisa use different operating systems, and these files and disk formats are incompatible.
- (2) MacWorks, an additional operating system that runs on the Lisa to allow it to run Mac software, has not worked 100% since its release.
- (3) The Mac and Lisa screen size and proportions are different, as are the shape of the pixels (the tiny dots on the screen). Because the pixels are oval on the Lisa and circular on the Mac, such things as elongation of Mac circles into Lisa ovals are common. Architects and graphic artists can find this disconcerting, to say the least.
- (4) The Mac has a sound chip that the Lisa does not, and there is an instruction in the 68000 chip that is different on the two machines.

The statement that Mac software could run on the Lisa depended on two things - that MacWorks functioned, and that developers did not write their programs assuming the Mac hardware, e.g., using a formula for printing to the screen, so that the Lisa could adapt the formula for its screen ratio. Though Apple made the compatibility claim, they only *suggested* to developers that they should follow the compatibility rules.

So the truth is that the Lisa could (and can) run *some* Mac programs, and Apple said that they were working to resolve the problems in MacWorks. And when the Lisa worked - either as a Lisa with the Lisa operating system, or as a Mac with MacWorks - it worked quite nicely, thank you. Its sales were still apparently riding high, on the coat-tails of the Mac.



July 1984: Lisa 7/7 is Announced

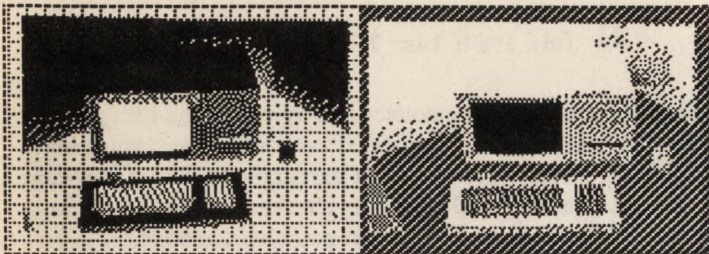
In July, 1984, Apple announced an update to the Lisa Operating System, version 3.0, and updated versions of the application software, called 7/7. Now all of the original six Lisa programs, plus LisaTerminal and a spelling checker, were available for only \$695, and all could cut-and-paste with another. Additionally, users could now format their hard disks to have both Lisa and MacWorks portions - now not having to choose what would get the hard disk space. Some viewed this announcement as a strong competitive move, for it surely was one of the best software deals in the business. Yet Apple's actions, ads, etc., seemed to imply that their focus was now on the Mac. And, without a commitment by Apple to the Lisa, 7/7 meant other things. Semaphore Signal felt that 7/7 was "Lisa's last 'evolutionary' step, after which owners will only see developments growing from the Mac side of the family tree." It would appear that 7/7 was a farewell contribution to the Lisa Operating System.

Yet Lisas were still selling - some on the basis on 7/7, some for use with MacWorks. Although Mac sales were not too shabby, for some the Lisa beat the Mac (the screen size, the memory, etc.), and people bought what they wanted.



January 1985: The Lisa is Really a Mac XL

Hidden within the fanfare of another shareholder's meeting, this one for the AppleTalk network, there were two Lisa announcements. The first informed us that the Lisa was being renamed the Mac XL. Apple said this was "to better communicate that the XL is truly an extra-large Macintosh," making it clear that they were really part of the same product line. The second announcement was not as well-known. Apple was discontinuing the Lisa 2 and the Lisa 2/5, supposedly because the 2/10 had far outsold the other configurations. What made the 2/10 (now the Mac XL) so much more popular? Apparently, users who wanted the Lisa wanted the hard disk drive (which the Lisa 2 did not have). Additionally, users liked the fact that the 2/10 disk drive was internal and hidden, rather than the external drive of the 2/5. Moreover, the price difference of only \$1,000 more than the 2/5 meant a great price for an extra five megabytes of disk drive memory. More important is the resulting family - only two are now left at home - the Mac and the Mac XL. In truth, the winding down of Lisa production had begun; we now know that Apple had decided by then to start getting rid of inventory.



May 1985: Battening the Hatches

On May 31, 1985, Apple euphemistically announced that it was streamlining its organization. Said CEO John Sculley, "Apple was among the first to recognize that the growth rate of the computer industry was slowing, and quickly took steps to respond... The slump in the personal computer industry is significant and Apple has taken aggressive steps to bring our organization in line with these conditions. We've made the tough decisions necessary to create a unified, cost-effective company focused on our key markets."

This was a very busy time for Apple. Founder Steve Jobs was "relieved" by Sculley of his day-to-day duties - his only role was that of Chairman of the Board. Major layoffs (1,200 people), a fundamental reorganization, plant closings and other cost-cutting measures occurred in May and June. And still, the end of June found Apple with a quarterly loss, (amazingly) the first in the company's ten-year history. Apple's stock price had slid from just over 30 in January to just under 20 in May.

Another of the events to occur at this time was the May 7, 1985, announcement by Apple that it was discontinuing the Lisa. "[Apple] will phase-out production of the Macintosh XL (formerly Lisa) computer this Spring prior to introducing an external hard disk drive for the Macintosh in the Fall." Clearly, there were economic and strategic reasons for the move. Surely their Lisa plant in Texas (now no longer operating) was not as automated as the famed robot plant for the Mac, consequently limiting the amount the price could be cut.

Although they will not reveal the exact number of Lisas sold (it could be anywhere from 20,000 to 70,000), it is clear that there was not the volume they deemed necessary. Now that the Mac had 512K and would have an Apple hard drive, and now that serious programming could be done on the Mac, the Lisa's role was less important. And in a time of economic stress, it is usually prudent to focus your limited resources on a few clear targets - like the Mac and the Apple II - in order to simplify advertising, support, product planning, etc.

Needless to say, users who had purchased the computer thinking it would be around for a while were surprised and upset. Some complained that Apple had still not made the Lisa a big Mac, noting the problems mentioned earlier in this article. But

discussing the "fairness" of that decision is beyond the scope of this piece. Suffice it to say that Apple perceived it as a necessary move to ensure their survival. The "Lisa Technology" was now to live on in the offspring.

And then there was one - the Apple 32 Super Micro family was now just the Mac. By October, 1985, Apple's stock price had stabilized around 15 and was starting to climb again.



The Legacy, and the Possibility, of the Lisa

So we have a story of a computer that introduced a new paradigm into the domain of personal computers, who brought industry attention to the real issue--Can the user use it?--and who spawned the Mac and a generation of lookalikes. How many lives has she (and therefore her creators) impacted? I'd say she's done all right, this Lisa.

Could this really be the end of her tale? Perish the thought! Only the manufacture has ceased. Your machine is still there on the desk, right? David Redhed still talks about her in his MACazine column, right? Even better, a private company has released Bit-Fixer, to fix the screen ratio - a product far outselling Apple's Screen Kit. The long-awaited Migration Kit (to move files from the Lisa to the Mac formats) is due from Apple this month. And there is now a periodical devoted exclusively to the Lisa - right now in your hands. Could it be, maybe, that third parties, looking for a market opportunity, are starting to tuck that orphan under their wings and keep her flying high? It could be. Maybe Lisas are enough of a market that Mac software manufacturers will label their products as being "MacWorks tested."

Sure, there are some details that Apple has left undone, but more important is the question--Is a computer's future really up to the manufacturer alone? And--Has Lisa given all she can?

Regardless of Apple's actions, many of us will continue to use the Lisa. And some will keep it as a collector's item, to give our computer-literate grandchildren, fondly telling their astonished eyes of the olden days when both computers and we were young - and the contribution that the Lisa's birth has made to their everyday lives.



Patricia Dines is a regular contributor to Mac and Lisa periodicals. Through her company, Complete Computer Solutions, she assists users in applying computers to reach their personal and business goals. Her involvement with computers since 1976 has included receiving from Duke University a B.S. in Computer Science. She has been serving the Mac/Lisa community since the Mac introduction in January, 1984.

MIGRATION

by Rob Graner

The Lisa to Macintosh Migration Package (version 0.9) was written by Apple Computer to span the gap in software development after the Lisa/Mac XL computers were discontinued. The purpose of the package is to allow Lisa owners to convert their Lisa Operating System files into the Mac equivalents. This Lisa to Macintosh migration package is still being developed and in its present form is far from a final release version. Future updates of the pre-release version of the migration package will be available through *The LisaTalk Report*, in conjunction with The NetWorkers, for a nominal fee.

With software development completely halted for the Lisa Operating System and rapidly expanding for the Macintosh, Lisa owners will soon realize that Macintosh software now exceeds the capabilities of the Lisa interface - with one exception, multi-tasking, and which it seems will also be available for the Mac in the near future.

One positive aspect of version 0.9 is the ability to transfer whole formatted **LisaCalc** documents to Microsoft's Excel or Lotus Development's Jazz. **LisaProject** can also now be transferred in whole to MacProject. **LisaWrite** still has one limitation, which may never be resolved. It is unable to transfer more than 32,000 characters at a time. This can be solved, however, by splitting documents into sections of 32,000 characters or less and rejoining them in Microsoft Word.

LisaTerminal documents should first be converted to LisaWrite documents before transferring to MacWrite or Microsoft Word. **LisaList** (which has never been my favorite) has transferring abilities similar to LisaCalc.

My best recommendation for **LisaGraph** documents is to throw them away unless transfer is absolutely necessary. My reason for this recommendation is that the graphing ability of Excel or Jazz far exceeds LisaGraph from a spreadsheet.

Last, but not least, is my favorite, **LisaDraw**. LisaDraw documents can be transferred two ways; from LisaDraw to MacDraw, or using the Lisa Scrapbook application, you can transfer from Scrapbook to Scrapbook. This enables you to open your document in almost any Macintosh application, including MacDraw, MacDraft, MacPaint, MacWrite and Microsoft Word. This gives the user an infinite number of possibilities for combining pictures with text. Now you can also easily use a plotter with LisaDraw documents (by using a ProPrint with an HP Plotter).

Under the Migration Package Help Menu:

What follows are the Migration Package Help Menu items, and their approximate contents (some text has been modified to enhance clarity.) This has been included to provide you with a written copy, for your reference.

About Lisa To Macintosh

Almost final release of the Lisa to Macintosh utility (version 0.9)

Other help information available:

- How To Transfer Data: General overview of the use of this program.
- Transferring Text: Things to know about transferring text.
- Transferring Graphics: Things to know about transferring graphics.
- Transferring LisaCalc documents: How to transfer LisaCalc documents.

- Dealing with icons: How to paste icons into this application.
- Dealing with 3 1/2-inch disks: How to insert and eject 3 1/2-inch disks.

*** How To Transfer Data ***

- How to transfer information from Lisa to Macintosh:

1. Select the information you want to transfer to Macintosh, and copy it into the clipboard.
2. Paste the information into this application.
3. Choose "Transfer..." from the Edit menu, and fill in the dialog box.

*** Transferring Text ***

Fonts and typestyles are not transferred; only the characters. Tab and paragraph breaks are transferred, however. Only 32,000 characters of text can be transferred at one time. If your Lisa document is larger than that, you will have to transfer it in several pieces.

*** Transferring Graphics ***

This application moves LisaDraw document into a MacDraw document format, but there will be some minor differences that you will need to correct by hand. Text might not be positioned correctly because of differences between the Lisa and Macintosh fonts. The fill pattern on rotated text might be wrong. Freehands become polygons with the same shape. Arrow heads are separated from their shafts.

*** Transferring LisaCalc Documents ***

First, you must save each document as a text file. To do this, hold down the option and shift keys while the document is opening (in a later release this might be executed through a menu). A message will confirm that a text version of the document is going to be saved. Once you have saved your LisaCalc documents as text files, you can copy and paste their icons into this application and transfer them to a Macintosh disk. (See "Dealing with Icons.") Finally, you will have to convert each of the Macintosh documents to an appropriate spreadsheet document. (The program needed to do this conversion does not yet exist.)

*** Transferring LisaProject Documents ***

First copy and paste the LisaProject icons into this application and transfer them to a Macintosh disk. (See "Dealing with Icons".) Then, you will have to convert each of the Macintosh documents to a MacProject document that you can open. (The program needed to do this conversion does not exist yet.)

*** Dealing with Icons ***

For most kinds of transfers, you select the data you want to transfer and paste it into this application. In order to transfer the formulas from a LisaCalc document or the project structure of a LisaProject document, you must transfer the whole document at one time. In both of these cases, you must select the icon(s) you want to transfer and choose "Copy Reference" from the Edit menu. This command copies a reference to the document(s) into the Clipboard. (If you open the Clipboard, you will see a list of the documents you copied.) You can copy references to different types of documents at one time; or you can paste a list of icon reference into this application; or you can paste text and graphics. The program will accept only LisaCalc and LisaProject document icons, however; all other icons are ignored.

Once you have pasted the icons, you can transfer each icon by selecting it (a double mouse-click) and choosing "Transfer" from the Edit menu. When an icon is successfully transferred, a check mark will appear next to it. Note: It is important that the document is saved before you start to transfer it. For LisaProject documents, simply choose "Save and Continue" or "Save and Put Away" from the File/Print menu. For LisaCalc documents, you must save a text version of your document by opening up the document at this time while holding down the Option and Shift keys.

*** Dealing with 3 1/2-inch disks ***

You can eject a 3 1/2-inch disk by holding down both the Apple and Shift keys and striking the "I" key on the main keyboard. When you insert a Macintosh-format 3 1/2-inch disk, you will see a message with four choices. Click on the Continue button if you want to use the 3 1/2-inch disk. Whenever you insert or eject a 3 1/2-inch disk, you will need to click in the application's window to resume the application. If you have inserted a disk but the application does not allow you to transfer information to it, then it is possible that the disk is not a valid Macintosh disk.

Lisa Scrapbook

Lisa Scrapbook is an excellent multi-catch-all tool. It will paste almost any MacPaint or MacDraw picture from Mac-Scrapbook into LisaDraw or LisaWrite. The application is simple and straight-forward to use. This Scrapbook feature is unique to version 0.9 and will not be included in the final migration package from Apple.

Use of Lisa Scrapbook begins with Macintosh, or under the Macworks environment. You merely open the Mac-Scrapbook and copy any picture to text that will fit into the Mac-

Scrapbook and save it to the disk. After opening the Lisa 7/7 Operating System, open Lisa Scrapbook. Insert the Macintosh disk, select "Continue" from the menu. All pictures within Scrapbook can be displayed by scrolling. Under the Source menu choose "Micro Diskette," or if using a shared hard disk, choose "Hard Disk." Sort through pictures or text and choose the one desired. Select "Copy" from the Edit menu to Lisa Clipboard. Choose personal Scrapbook from Source menu and Paste. This provides a permanent picture in the Lisa Scrapbook, unlike vulnerable clipboard material. Open LisaDraw or LisaWrite and paste into the application.

Graphics displayed in LisaDraw are far superior to MacPaint or MacDraw; lines are straighter, corners are more square and circles are more true, due to the graphic capabilities of LisaDraw. One additional ability of Scrapbook is the stretching feature. Pictures can be made to shrink or stretch both horizontally and vertically. They can also be returned to original size if desired. One problem, however, is that shrunken or stretched pictures cannot be saved.

The Help menu is not very helpful in this application, but with a little practice and user common sense, I have found the program useful, constructive and a valuable aid to creativity. On Rob's software scale of 1 to 10 (10 being best), I rate Scrapbook an 8 for Lisa Utilities.

Many Lisa users might not want to change to the MacWorks Operating System, including my wife, Barbara, who is an avid LisaWrite fan. With the advent of superior Macintosh programs, such as Blyth's Omnis 3, Brainpower's Statview, Microsoft's Excel and many others too numerous to mention, a Lisa configured as a Mac XL with a 2 megabyte AST card becomes the most powerful, useful and easy-to-use micro-computer ever.



Rob Graner is a partner in Graner Oil Company, an independent oil production business based in Signal Hill, California. Rob owns a Lisa and a Macintosh, which he uses both for business and for pleasure. He is currently involved in beta testing several Macintosh programs. Rob and his son, Matthew, provide technical advice for Los Angeles and Orange County Lisa and Macintosh owners through their company, McMatt Computer Consulting.

RAM UPGRADE TO 2 MEGABYTES

We will not be undersold! We will meet and beat any advertised price.

You can now upgrade your Mac XL / Lisa from 512K (.5Mb) or 1024K (1Mb) to the current maximum addressable memory of 2048K (2Mb). Additional memory accelerates system performance by 20%.

The RamStak™, a memory enhancement board developed by AST Research, Inc., fits into either memory slot of your computer and provides up to 2Mb of Random Access Memory. It is easily installed by the user and is compatible with the various Lisa operating systems and Macworks XL. It is also fully compatible with XL/Serve™ and MacServe™ by Infosphere, Inc. With 2Mb. and Switcher™, you

can load several 512K applications and use up to 8 applications and/or documents in all.

If you have only one memory board (.5Mb), you can install a 1.5Mb RamStak™ in slot 2. If you have two memory boards (1Mb), remove the board in slot 2 and install a 1.5Mb RamStak™ in its place. We don't leave you holding your extra board. On purchases of 1.5 or 2Mb boards we offer a \$150 REBATE. After RamStak™ installation, send us the board you have removed and we will send you a check for \$150.

We specialize in Lisa/Mac XL hardware & software, including

XL/Serve™, MacServe™ and BitFixer™. Check our special combination package prices. We also stock excellent used Lisa 2/5 & Mac XL computers.

	Prices	List	Dafax
.5Mb RamStak™	\$ 895	\$ 695	
1.5Mb RamStak™	\$2095	\$1095*	
2Mb RamStak™	\$2695	\$1295*	

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November 24, 1985

Dear Lisa and Mac XL Users,

We are planning the next release of XL/Serve, which we have enhanced and renamed **MacServe**. With MacServe, either an XL or a Fat Mac with a hard disk can be an AppleTalk disk and print server. MacServe is upward compatible with XL/Serve; both programs can run intermingled on a network, accessing each other's volumes. **We haven't abandoned the XL: now that Mac's have matured and have hard disks, XL's are no longer a special case.**

MacServe includes your most requested enhancements to XL/Serve:

- Unlimited partition size
- Improved performance in both foreground (application) and background (network) operation
- Simultaneous printer and modem connection for non-networked users
- More flexibility and control in the print spooler
- Help menus in the Manager and Installer

MacServe networks hard disk drives from the following vendors through the standard XL/Serve Desk Accessory: Apple (MacXL and HD-20), General Computer (HyperDrive), Tecmar, Quark, and Paradise; others are expected.

Our Quick and Easy Upgrade Policy

We want users to upgrade, and we are making it easy. First, we make it financially attractive with an innovative, two-option upgrade policy: \$50 or **free**. In December all registered XL/Serve users will receive a mailing with upgrade instructions and an order form. For complete MacServe package(s), return the order form, XL/Serve master disk(s), and a check for \$50 for each upgrade. We'll send out complete MacServe package(s) to re-install on your XL(s).

If users who don't want a complete package, they can go to any MacServe dealer (or find another user with MacServe) and, following the upgrade instructions, copy specific files from any MacServe disk onto their XL/Serve master disk.

Second, upgrading is easy and fast: to convert from XL/Serve to MacServe, just use MacServe's Installer. It replaces XL/Serve without restructuring the hard disk or system files. There's no need to reformat the disk, or recreate volumes.

Save money: Buy XL/Serve now!

We previewed MacServe at the MacWorld Expo in August (See *MacUser*, Issue 2, Page 22 for an interesting reaction), and in Apple's booth at COMDEX in November. We will release it during "Apple Week" in January; we will then discontinue XL/Serve.

You have a unique short-term opportunity. By buying XL/Serve for all your XL's now, instead of waiting for MacServe, you will not only enjoy XL/Serve's benefits immediately but also **save \$55** against MacServe's \$250 release price. **Every copy of XL/Serve will be upgradable.** You know you'll be running MacServe on all your XL's eventually, so save money by calling your dealer and ordering copies of XL/Serve for each of your XL's now.

Dave Baasch
Director of Marketing



C O M P U T I N G I N T H E P O T E N T I A L L Y F A S T L A N E

by Sam Neulinger

In the course of my business, I talk to a great number of Lisa/XL users every day. We all agree that the available operating systems and ease of use make the Lisa/XL unique in the ever-growing computer jungle. However, there are many users who express desire for more power, larger addressable memory, better interface with peripherals, and some, total Macintosh compatibility.

Lisa users, most of whom also use MacWorks, hunger for more hard disk space so that their shared environment can accommodate more applications and data. Mac XL users want better Macintosh hardware compatibility and the ability to run all the programs that run on the Macintosh. The underlying theme expressed is that, although there is a wish list, these users would not part with their machines nor consider any other operating system.

There is an important point of consideration here. We have an extensive, dedicated, versatile and intelligent user base in place, which, although very small by most computer standards, is nevertheless most knowledgeable in the use and operation of its equipment. A growing number of us are of the opinion that if we express our needs and communicate with those firms capable of developing and bringing products to market, we would see exciting results.

A developer or manufacturer has to have a pretty good idea as to how much of a return can reasonably be expected for an investment made in a new product. Considerations have to be given to new competing products in the marketplace and their effect on potential sales. When there is a user base in the high hundreds of thousands, research and development costs can be recouped in short order, with even a small percentage of the whole, buying the product. As to the Lisa/XL, estimates of the actual number sold range from 35,000 to as high as 90,000. Unfortunately, numbers are what makes things happen. How many Lisa/XL owners would invest additional funds to bring their machine to the forefront of the new technology? Remember, there is no continuing escalation of new owners here; this is an established base. We are the ones who hold our future in our hands. If we don't do what is necessary to continue the evolution of the Lisa/XL, no one will do it for us.

The Lisa/XL can be transformed into anything that we want it to be. It is entirely modular in construction, has expansion ports already built in, and as seen in the evolution from the Lisa, with its dual twiggy drives, to the Lisa 2, with its Macintosh compatibility, the resulting facelift was very beautiful indeed. Lewis Guice's "Perspective" column in the Premier Issue of The LisaTalk Report, eloquently stated the capabilities of this very "sophisticated lady" and the predictions for her future.

If there are any doubts as to the feasibility of a further transformation, just bear in mind what has been done in the area of plug-in boards for the IBM and compatibles, and the Apple II line. The number and range of products are staggering. There are companies who are supporting the Lisa/XL with innovative hardware, such as AST Research, Inc., with the RamStak, and Infosphere, Inc., with the brilliant software capabilities of XL/Serve. There are also smaller independents who have produced products to solve the screen ratio problem of a shared Lisa/XL environment such as LisaVision and BitFixer.

What these dedicated developers and manufacturers need now from Lisa/XL users is input as to what products they want and will support. We have a microcomputer that need not become outdated because of new technology; Lisa/XL can continue to grow and out-perform most of the field, as she is doing today.

The LisaTalk Report now provides us with the voice and the vehicle to accomplish this task. Your support of this publication is only the first step. Complete and return the enclosed **Users Survey Form!** (See last page.) Be specific! Tell us what you want accomplished. Together we can bring our Lisa/XL into the fast lane, where she belongs.



Samuel Neulinger is President of Dafax Processing Corp., specializing in data processing and providing hardware and software support specific to the Lisa/XL. Sam has been involved with computers for over seven years, and he has been an avid admirer of the Lisa since its inception. He now uses a Lisa 2/10 exclusively, and has recently become the chairperson of the NYMUG Lisa/XL SIG.

MAC XL AND THE LASERWRITER: A ROYAL MATCH

by Diane Burns & S. Venit

LaserWriter
Apple Computer
20525 Mariani Ave.
Cupertino, CA 95014
\$6,995.

As any good typographer will tell you, the appearance of the printed word can play a significant role in how or whether the message is received by the audience. Typeset text is easier to read, and more likely to be read, than text which is simply typed or printed on a dot-matrix printer. Now, Apple's LaserWriter printer, one of the most sophisticated laser printers available in its price range, offers typeset-quality output directly from your Mac or Mac XL, at a fourth of the cost of traditional typesetting equipment. Driven by Adobe System's powerful PostScript language, the LaserWriter produces true typographic fonts, as well as offering powerful graphics algorithms for smoothing curves and scaling pictures.

The Technical Specs

The LaserWriter looks like Canon's desktop photocopier and performs typographic feats using the same technology as the laser-based photocopying machines. The guts of the printer is Canon's LBP-CX10 engine (which is also the "guts" of Hewlett Packard's LaserJet and other laser printers).

Just like the Canon copier, the toner and the imaging scroll, or drum, are contained in a cartridge that is easily removed and replaced. The cartridges retail for around \$100 and need to be replaced every 2,000 to 3,000 pages. The LaserWriter prints on single-sheets, 8 1/2 X 11 or legal size xerographic quality paper, as well as bond stationery and transparencies.

The printer itself can print at a rate of eight pages of text per minute, and at a rate of two or three pages a minute for

graphics, but some programs take longer than others to compose a page for printing. MacWrite files generally print faster than Microsoft Word files, for example, and both these programs print faster than Jazz Word Processing files and page composition programs like MacPublisher, PageMaker and Ready Set Go. Pages of text with many different typefaces take longer to print than text which uses all one font, and complex graphics composed of many elements and fill patterns always take longer to print than text does.

The output speed is often faster than printing the same file to the ImageWriter, and the quietness of the non-impact laser/toner technology is a welcome relief. The LaserWriter's primary purpose is typeset-quality output, however, rather than high-speed printing. The relative high cost per page for toner, coupled with a paper tray that will only fit 100 sheets, makes the LaserWriter somewhat impractical for high volume printing of the same original – a common application for the Xerox 9700 laser printer, for instance. Several thousand copies from the same master are best produced by using traditional offset printing for reproduction.

Text and graphics are output at a resolution of 300 dots-per-inch. This is higher than the Epson FX-80's 120 dots-per-inch resolution, the same as the Hewlett-Packard LaserJet (for text and half-page graphics), and still a great deal coarser than the resolution of typesetting machines, which fill in at 1,200-2,400 dots per inch. The final printout looks typeset to the average reader, and the printout is as good as typesetting when used in ads or newsletters which will be printed on newsprint or non-glossy paper stock.

To the Canon engine base, Apple adds a 12-megahertz Motorola™ 68000 microprocessor, more than 1/2 megabyte of ROM, and 1 and 1/2 megabytes of RAM, making the LaserWriter Apple's largest computer. All this memory helps support the built-in PostScript language created by Adobe Systems, the built-in AppleTalk network, and full-page high-

resolution graphics. (Hewlett-Packard's LaserJet prints full-page graphics at only 75 dots per inch, for example, due to its more limited RAM.)

Typeset-quality Fonts

One feature that distinguishes Apple's LaserWriter from most other laser printers is the availability of typeset-quality type faces, or *fonts* as they are called in the industry. The LaserWriter incorporates Times, Helvetica, Courier and Greek in ROM, so that documents print out with nearly typeset quality using these fonts. The design of these fonts has been licensed from Allied Corporation and ITC (International Typeface Corporation), who own the rights to these typeface names, and coded into PostScript language by Adobe. Four other popular fonts are due out by the end of this year: Palatino, ITC Bookman, Zapf Chancery, and Souvenir. The LaserWriter can also print any other Macintosh font, but only New York and Geneva are improved by the LaserWriter's built-in processing – decorative fonts like Athens and Venice show jagged edges on the LaserWriter, just as they do on the ImageWriter.

Times
Helvetica
New York
Geneva
Chicago
Athens
Venice

Examples of standard Mac fonts on the LaserWriter

The LaserWriter itself can handle font sizes from 3-point to 127-point, though not all programs take advantage of the full range. Any fonts can be printed as plain text (Roman), bold, italic, outline or shadow.

Page Composition Systems

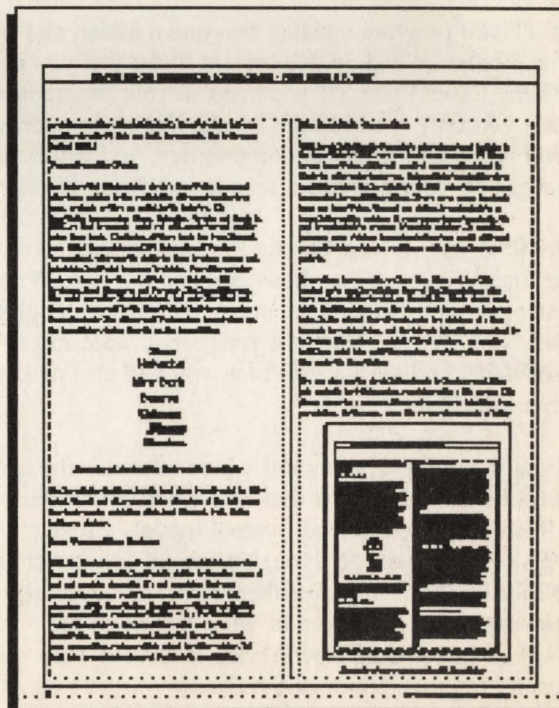
With the line between word processing and publishing growing finer and finer, and with PostScript's ability to describe pages of text and graphics elegantly, it's not surprising that page composition systems would be among the first to take full advantage of the LaserWriter. PageMaker – the top-of-the-line page composition system for the Mac – is a PostScript-based system that prints to the LaserWriter only, not to the ImageWriter. MacPublisher and Ready Set Go are lower-end page composition systems which output to either printer, but don't take as much advantage of PostScript's capabilities.

The AppleTalk Connection

With AppleTalk (Apple Computer's network system) built in to the LaserWriter's ROM, you can hook up as many as 30 Macs to one LaserWriter. Although speed of access and printout is likely to suffer under heavy use, this multiple-terminal hook-up capability makes the LaserWriter's \$7,000 price tag seem more economical for multi-Mac offices. If you serve seven terminals from one LaserWriter, the cost per station is equivalent to as many letter-quality printers; if you serve a dozen terminals, the cost is equivalent to as many dot-matrix printers. In practice, however, some stations in a networked system would still want a second printer option to avoid long waits during heavy use periods.

In our shop, for example, we have five Macs and two PCs hooked up to one LaserWriter. Four of the Mac stations also have an ImageWriter hooked up through the Mac's phone port, while the fifth station uses the phone port for modem hook-ups only. In the natural flow of work, only two stations at a time compete for printer time, and the delay is tolerable when short 1- or 2-page files are being printed. Out of courtesy, we usually hold long print jobs until the evening, or a time when no one else needs the LaserWriter.

You can also use the AppleTalk network to hook several Macs into a single hard-disk system operating under a file server. This allows access to a common library of program or data files from any station. Furthermore, some file servers incorporate a buffer



Example of page composed with PageMaker

for printing files, which means that once you queue one file up to print your Mac is free and you can go on with other tasks. File servers for the Mac are relatively new, however, and some "ideal" features are still missing. XLServe for the MacXL cannot queue print jobs in the buffer for the LaserWriter, for example – i.e., you can print to the LaserWriter through XLServe, but your Mac is still tied up until the print job is finished.

The LaserWriter has an RS-232 serial port through which you can hook up non-Mac computers and emulate a Diablo™ 630 daisy wheel printer (see below). You cannot run under AppleTalk when printing through the RS-232 port, however.

LaserWriter Accommodates PC's

Though the LaserWriter was developed as a part of the Macintosh office system, an increasing number of PC software

Hooking the LaserWriter up to a MacXL

The LaserWriter comes with an installation disk and a cable that connects it to the Mac. The cable that goes to the MacXL is different from the one that goes to a standard Mac, so you need to be sure you pick up the right one when you make your purchase. An additional cable is required for each terminal to be hooked up. Users who also have Apple IIs or PCs will need an RS-232 cable to hook these computers to the LaserWriter.

The instructions for installing the toner cartridge are relatively simple and clearly described on the sheet that comes in the cartridge package. One tip: The first 100 pages or so that you print from a new cartridge are generally lighter than the last pages you printed with the old cartridge. If you change cartridges in the middle of printing a large document, you may find the difference unacceptable. At our office we sometimes print 100 pages from a dummy file to break in new cartridges.

The installation program updates the system folder, and must be run on any program disk with a system folder that you intend to use with the LaserWriter. (If you keep all your programs on a hard disk, you only need run the installation program once.) Once you have run the installation program, you will notice a few changes on your pop-down menus and dialog boxes:

- The $\mathcal{A}$ Menu will show a Choose Printer option. You can hook up your ImageWriter to the phone port and the LaserWriter to the printer port and switch from one to the other through this menu selection. If you switch the printer port hookup between the LaserWriter and the ImageWriter, you will also need to use this menu selection.
- The Font menu for all programs which reference the updated system folder will now show four new typeface selections: Times, Helvetica, Courier and Symbol (mainly Greek characters). These fonts go through a special conversion in the LaserWriter itself which makes them print out much crisper than they appear on the screen or when printed to the ImageWriter. In addition, New York and Geneva fonts will be significantly improved through the LaserWriter so long as the

Font Substitution option is ON. (You can turn Font Substitution OFF if you prefer the jaggies.)

- The dialog boxes associated with the File menu's Page Setup and Print selections will show new LaserWriter options, including the ability to select percentages for reducing or enlarging the printed image.

Page Setup and Print dialog boxes for the LaserWriter

Finally, you may notice some differences in spacing between the way a page prints on the ImageWriter vs. the way it prints on the LaserWriter. The LaserWriter adds sophisticated *Kerning* formulas for the spacing between letters of the alphabet, for instance, which the ImageWriter does not. It becomes more important to use menued commands for centering text rather than positioning it by sight on the screen, and to use tabs rather than spaces in setting up columnar data. If the precise measured width of the printed image is important to you, as when setting up text or graphics to fit in a 2 7/8 inch newsletter column, you may need to print the file a few times, fine-tuning each time. For example, MacWrite files print *wider* than the inch measure which shows on the ruler line. MacDraw files tend to enlarge slightly towards the right and bottom margins.



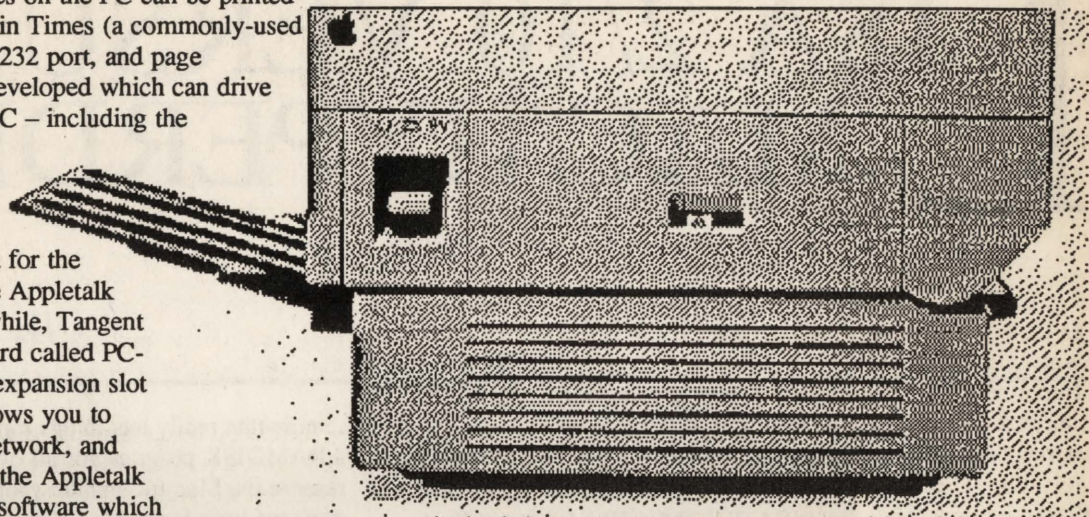
and hardware manufacturers have released products which can "talk" to this powerful printer. Text produced with some existing word processing packages on the PC can be printed directly through the LaserWriter in Times (a commonly-used typesetting font) through the RS-232 port, and page composition systems are being developed which can drive any PostScript machine from a PC — including the LaserWriter and some new phototypesetters.

Apple Computer promises a card for the PC which will allow it to use the Appletalk network "later this year". Meanwhile, Tangent Technologies already makes a card called PC-MAC BRIDGE that fits into an expansion slot of any PC or compatible and allows you to connect a PC to the Appletalk network, and address the LaserWriter through the Appletalk port. Tangent's card comes with software which includes a graphics program for defining simple graphics using PostScript's command language, as well as a CONVERT utility which sends any ASCII file to the LaserWriter from a PC.

Some PC products, such as Microsoft's Word, communicate with the LaserWriter via its RS-232 serial port. The LaserWriter must be switched from its "Appletalk" setting to "9600 baud" when the serial port is in use, so you lose the multiple-terminal network—at least temporarily—when printing in this mode.

Conclusion

Although it lists at nearly twelve times the price of an Imagewriter, over twice as much as the best letter-quality printers, the LaserWriter is gaining popularity in offices around the country due to its high-quality output, quietness, speed, and built-in Appletalk network system.



The new possibilities for producing typeset-quality text and composing pages which include graphics introduce a new era for in-house document departments, an era of "desk-top publishing." We can expect to see new elements of design enter into our communications, making them more appealing and easier to read.



Diane Burns and S. Venit use a Lisa/MacXL along with other Macs, IBM PCs, and a LaserWriter to produce camera-ready text and artwork in their graphics production storefront, TechArt, in San Francisco. This LisaTalk Report is one of the many publications they have produced for their clients. They have also written many articles about desk-top publishing for A+ and PC Magazines.

Play out your Mac files on our
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Computer graphics
and type

LISA 2/10 VERSUS MAC/HYPERDRIVE

By John C. Draper



OUR APPLICATION

From our experience the LISA 2/10 (Mac XL) is an excellent business machine. We have been using several in the operation of an import business for the past few years. Presently our engineers are using LISA 2/10 units for developing and executing plans for the manufacture of our product (central heating radiators) in the United States. Our software developer is recreating and expanding our specialized business database on a LISA 2/10 using the Pascal Workshop 3.0 (presently revised to version 3.9).

We were and still are very upset that Apple Computer has backed away from the LISA hardware and software environment, particularly since it seems well-suited to meet the needs of the business world...unlike their other efforts. But a business cannot live in the past, and our organization made efforts to work with the 512K Mac. Everyone tried it, liked it for games but returned to the LISA 2/10 to let their wrists heal from moving floppy disks around. Soon we added a second disk drive to the Mac, which improved matters greatly and increased the number of packages we could use. Yet, even with the abundance of software available for the Mac, everyone still returned to using the LISA 2/10.

Clearly, as business people used to hard disk speed and capacity, we were not satisfied with a floppy-based system, especially considering that the Macintosh program and operating system consumes so much of the available memory. Furthermore, we were not encouraged by product reports concerning the early add-on hard disks for the Macintosh. When the 10 Meg Hyperdrive arrived, it seemed to be a turn for the best for business users of the 512K Mac, including myself. In most respects the Hyperdrive made us happy - but the 512K memory limitation poses problems with large programs like Jazz (kind of like having a romantic evening in an elevator). As a result, we added 2 Meg RAM boards by AST Research, Inc., to our LISA 2/10's

... now that really lets things move (wouldn't it be nice to have a RAMDISK program for all of this memory?) ... and we reserve the Mac for smaller programs and documents. Why don't we look at the Mac/Hyperdrive and the LISA 2/10 in detail now.

HYPERDRIVE

The Hyperdrive 10 Meg is an internal hard disk drive system for the 512K Macintosh developed by General Computer Corporation, 215 First Street, Cambridge, MA 02142; phone number, (617) 492-5500. The list price is currently \$2,195. Presently, no Mac hard disk drive matches the Hyperdrive's speed or ease of use.

Hardware: The Hyperdrive is the only hard disk that mounts *inside* the Mac. This permits direct connection to the Mac's 68000 CPU, thus offering the fastest Mac hard disk operation currently available. (Hyperdrive accesses internally up to 1.3 megabits per second, while the external disk drive hooked up to the Macintosh serial port accesses 920 kilobits per second, and systems using AppleTalk access the hard disk at 230 kilobits per second). Additionally, internal mounting leaves all of the rear ports free for other options. The package also includes a small internal fan which mounts under the top right louvers to extract heat. Everything about the hardware installation seems first class, with the exception that the fan attaches with double-sided adhesive foam. My only concern is that the hiding of this sensitive machinery on such a portable machine might lead to someone moving the machine while the hard disk is being accessed, causing head crashes and thus disk failure.

Installation: Hyperdrive installation was included in the price, but do not assume that installation is a straight-forward, plug-in process; it does seem to pose certain risks if procedures are not followed properly. In our case, after installation, both our Mac video and analog boards failed. Fortunately, once these boards were replaced, the hardware worked fine. Apparently,

either the installation instructions provided had been inadequate, or the Dealer's technician did not follow General Computer's instructions properly. We don't know how common this experience is; however, I noticed in the December issue of *Byte Magazine* someone indicated that they'd had similar problems.

But this was not all. After the hardware installation, Hyperdrive's software was installed. Numerous system failures occurred and nothing seemed to work right. Within 48 hours the dealer gave us a new version of the Hyperdrive software. Once we installed this software, it seemed to cure all problems. We finally had a functioning Hyperdrive!

Manuals: The manual and software notes that were shipped with our Hyperdrive were not very good, especially in assisting us with the above-mentioned problems. However, I have just received a new manual through a local dealer (for \$25 and a little bit of effort), and from a quick glance it appears to be a major improvement over the first manual, in that it offers some apparently good advice on resolving possible problems.

Another problem I have encountered in terms of documentation was that I didn't receive "Update Instructions" along with the latest software update (from version 2 to version 3).

Fortunately, the extremely competent and patient person on General Computer's "service hot line" was able to get me out of trouble and up and running with the latest software.

Hyperdrive Software: Hyperdrive's software makes an excellent addition to Macintosh's operating environment. First, everything runs more quickly when I/O access is required, a benefit of Hyperdrive's fast disk. Second, the "Manager" lets you create and/or delete "drawers" (i.e., disks, partitions or volumes,) in order to overcome Macintosh Operating System limitations. Also, as Apple's "bus" doesn't have hierarchical directories and you might require more than 200 files, Hyperdrive dynamically partitions the hard disk to meet your program and file needs.

Third, there is a hard disk test function that checks each block on the hard disk and reports the number of bad blocks. Note that it only reports the number of bad blocks, without an ability to repair them. (In our case we have always had two bad blocks.) If you do have some form of file damage, your only option is to reformat the entire disk and back up from your collection of floppies. While I have never experienced file damage with the Macintosh, it would be reassuring to be able to rebuild files (this feature is available with XL/Serve, which apparently will rebuild files in the event of file damage...at least the message on the screen said files were being rebuilt). The addition of this type of feature to Hyperdrive's software would definitely make me feel better. One feature that I do like is the ability to test the hard disk without booting up from a separate disk.

Fourth, there is an "optimization" function that recaptures unused space in groups of 256 blocks. Fifth, there is a "Backup" function that lets you back up the hard disk to a group of floppy disks. An incremental backup feature which backs up those files modified since the last full hard disk backup makes this feature especially nice--should the software on the hard disk fail, you can easily restore the hard disk from your back-up disks. Finally, there is a security program that provides password protection which allows you to keep files secure from unwanted viewers.

As an interesting aside: All files on the Mac/Hyperdrive occupy 4K more space (according to the Operating System) than the same files on the LISA 2/10.

Speed: When talking about the Macintosh and LISA, the question of speed always arises. With the ability to store software on the hard disk and store larger files, the Macintosh/Hyperdrive is quicker than most Macs, but there are some areas of variability. For example, booting the Mac up with one volume (to arrive on the desktop) is much faster than booting up with four volumes. The Mac/Hyperdrive with seven volumes and LISA 7/7 (one could say the equivalent of seven Mac volumes) take about the same amount of time to boot up. When you consider that system diagnostics are being run, this amount of time, in my opinion, is not a bad investment when starting a day's work. (A separate question, however, is the quality of Apple's diagnostics.)

LISA 2/10

Hardware: The 10 Meg hard disk for the LISA mounts behind LISA's front panel and is contained in a removable sub-chassis. The chassis slides into place and is held secure by a captured screw. At the bottom of this removable chassis is the 3-1/2" Sony disk drive and at the top is the Apple 10 Meg hard disk (rumor has it that some people are working on a conversion board to permit IBM-type hard disks which have greater capacity to be installed in this chassis, which could be real nice). To completely remove the chassis, three connectors need to be removed, two for the hard disk and one for the 3-1/2" drive. The most obvious difference between the Mac and the LISA 2/10 is that the latter is at least twice the width (or footprint) of the former.

No internal cooling fan is included, and from my experience, none is needed; adequate passive cooling is provided. One advantage of the LISA's larger chassis is that it is not as easy to move while operating, thus minimizing the chance of being physically disturbed while the hard disk is accessing data, and therefore minimizing the chance of resultant head crashes.

LISA 2/10 vs. LISA 2/5: The 10 Meg hard disk, as opposed to the 5 Meg Apple Profile which constitutes a LISA

2/5, is a much nicer setup. First, it takes up less space. Like the Hyperdrive, the LISA 2/10 has the advantage of being inside the machine. Second, the 2/10 seems quieter, particularly compared to having the 2/5 Profile in its usual position on top of the LISA, which creates unpleasant physical vibrations. Third, booting up and shutting down the 2/10 only requires pushing LISA's on/off button rather than first turning on the Profile and then later turning off the Profile after the LISA is shut down.

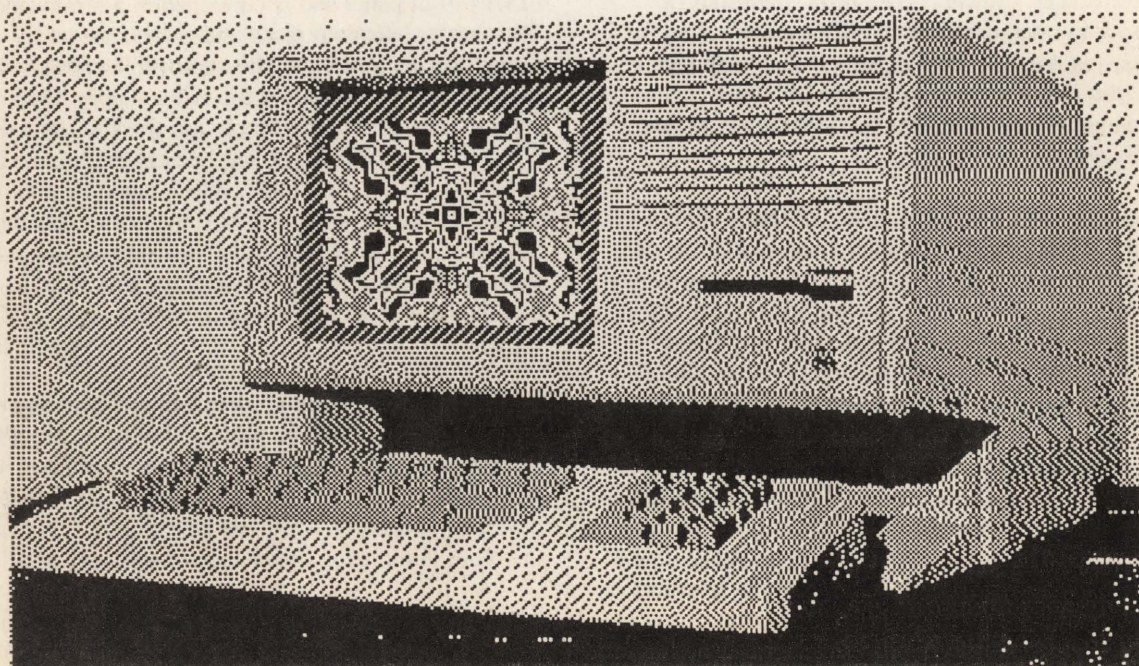
Installation: Our first LISA was converted from a LISA 2 to a LISA 2/10 by an Apple dealer. Many LISA's came with the 10 Meg hard disk installed, thus requiring no field hard disk installation. If you have a LISA without an internal disk, a new 10 Meg disk drive can easily be installed. After the power cord is disconnected and the front cover is snapped off, the removable drive chassis can then be removed. The hard disk is mounted with four screws, then two connectors are attached to the hard disk PC boards. In addition, the main PC card carrier has to be removed and two ROM chips have to be changed on the CPU board. Should your hard disk fail, a replacement unit is available from Apple dealers for approximately \$400 on an exchange basis. As a point of information, we have never had a 10 Meg LISA hard disk fail, while we have had many failures of Apple's 5 Meg Profile.

Manuals: If you got the right manuals with the LISA 2/10, then you have very good manuals. The original LISA 2 (now a 2/10) came with an excellent manual, *Owner's Guide*, in a three-ring binder. The next two LISA 2/10 units contained no manual describing the LISA 2, but the last LISA 2/10 came

with *LISA 2 Owner's Guide*. This separate manual is nearly identical to the information supplied in the original *Owner's Guide*, with the exception that no reference is made to the LISA Office System. One feature of these manuals is that they provide various listings of errors and methods for determining the nature of the problem. While not complete, this certainly beats the Macintosh manual which clearly does not contain adequate information regarding errors or answers to potential problems (I do not find any consolation, either, in the fact that I can only call my dealer, who in turn is lucky to get answers from Apple, when I'm faced with these types of problems).

Software: Various types of software will operate your LISA 2/10. First, you might choose to use the LISA 7/7 Office System. This appears to be the best, most reliable way to run the 2/10. While we have had occasional software failures, for the most part we have never lost any data and can always rebuild the Office System. The Office System works very nicely. One area of criticism has been speed, but for our purposes it seems fast enough, particularly with the 2 Meg RamStak by AST Research. A nice feature of the Office System software is that you can easily back up and restore the hard disk, initialize and repair damaged disks and make the media work (in three years this process has never failed in restoring damaged files, either on the floppy or the hard disk).

Second, you might choose to run MacWorks so that the LISA 2/10 will emulate a Macintosh. While this works OK, there are some things that I do not like (see below). Third, for



programmers, the Workshop environment is indeed a superb environment in which to develop programs.

Important Flaws in MacWorks: *There are FATAL BUGS when in MacWorks that cause the system to fail. In our tests, this happened on five different LISA setups using four different machines which all passed the 24-hour LISATEST DIAGNOSTICS, i.e., LISA -512 Meg Memory with 5 Meg Profile, LISA-1 Meg memory with 5 Meg Profile, LISA-512, 1 and 2 Meg memory with dedicated hard disk operation--not sharing the hard disk with another environment--and with a shared hard disk. EVERY SYSTEM HAS FAILED IN THE SAME WAY. Things work OK for a few days. Inevitably, at any moment thereafter when the system boots up and the 3.0 MacWorks screen appears, you come face to face with the unhappy MACFACE, with error code numbers OFOO64 appearing under the unhappy face. To make matters worse, there appears to be no way to get around this problem (if you think the Mac face is unhappy, you should see my face), and we have tried many suggestions. Many schemes have been tried to get the Hard Disk icon to reappear without success. I even purchased XL/Serve to try to avoid this problem...NO LUCK. I think, as others probably do, that Apple has a serious unresolved problem and this should be a priority in their living up to their claim that the LISA/Mac XL is a Big Mac.*

Our dealer has had other customers with this same problem. It happens too consistently to be bad luck; something's happening when MacWorks is trying to get to the Finder. But once you are running MacWorks, there is no easy way to back up and restore the hard disk in order to test the hard disk (except for LISA's boot diagnostics) and thus rebuild/repair faulty files.

Another area for much-needed improvement regards the ability to address other hard disks from the MacWorks environment. This and other changes might be involved in version 4.0 of MacWorks; although beta versions are out in the field, only time will tell if we will ever see a released product.

Wish List: Should "MacWorks" be revised to address hard disks connected via the parallel port (beta versions of this revision are in the field--hopefully Apple will address other critical software bugs, as well), then performance could be further upgraded by connecting Priam's "DataTower" and installing 2 Meg of RAM. Four Meg of RAM might become possible with new products -- rumor has it that AST Research, Inc., could even develop a faster CPU board, perhaps a 12 MHz, 68020 CPU. Combined with software like XL/Serve as a central disk server for a group of Macintosh/Mac XL computers, the large storage capacity and the fast tape backup feature, it's not hard to imagine the ultimate LISA/MacXL computer. This is, of course, only a "hoped for," and only time will tell if this hope becomes reality. Until then, it's back to reality.

SUMMARY

After having tried both the LISA 2/10 and the Macintosh/Hyperdrive combination, there is no doubt in my mind that I prefer the LISA 2/10. Remember, we use these machines for business, and I feel that the LISA is built to commercial standards and that the LISA hardware will hold up better, while the Mac is built to lesser standards. I like the chassis flexibility the LISA offers; it is a shame that Apple chooses not to utilize its potential. In addition, except for the lack of software development/flexibility/choice, I prefer the 7/7 Office System as an integrated work environment. It becomes a nice feature to be able to enter and leave the Macintosh software window as we choose; we just wish it were simpler.

In my opinion, the LISA 2/10 is the nicest set-up in the LISA/Mac XL series of computers. Presently, the 2/10 offers the best performance for any released LISA because it has the fastest and largest available hard disk addressed by "MacWorks."

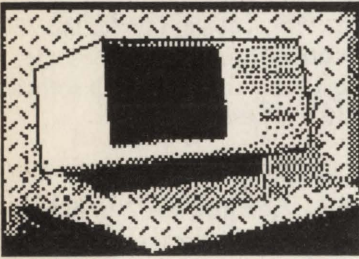
The major gun at the LISA's head is the apparent death bug in MacWorks, which requires attention "yesterday." The Mac/Hyperdrive is a nice package. An increase in memory size to 2-4 Meg would help most problems, but a larger screen, some chassis flexibility and a professionally designed cooling arrangement would make it much more desirable for true business applications ... but why not just re-introduce a LISA modified for reasonable manufacturing costs? A 4 Meg, 12MHz 68020 CPU machine with a fast hard disk would also be a reasonable option for business people to consider, particularly if an MS-DOS card was offered (early LISA literature described such an item). Such a machine would interest people who are not interested in decoding IBM's MS-DOS world ... maybe AST Research, Inc., or others will come to the rescue and use LISA's flexible chassis.



John C. Draper is President of Runtal North America, Inc., in Hampton, New Hampshire. John has been directly responsible for the selection of his company's computer systems, which include Apple II, Apple III and LISA 2/10. John's first introduction to LISA was at the 1983 AIA show held in New Orleans, Louisiana, where he saw his first demonstration and was particularly intrigued with LISA's ease of use and graphics capabilities. John's team uses their LISA 2/10's and Macintosh/Hyperdrive for a variety of business purposes, including project management for the construction of a new Runtal North America factory, drawings, financial projections and word processing.

XENIX MULTI-USER OPERATING SYSTEMS AND OPEN SYSTEMS ACCOUNTING FOR THE LISA/MAC XL

by Robert Reed



As I begin this review, I should explain that my knowledge of computers, software or hardware was absolutely "zero" prior to making the decision to purchase my APPLE LISA 2/10, XENIX OPERATING SYSTEM, LYRIX WORD PROCESSOR and the OPEN SYSTEMS ACCOUNTING SOFTWARE. Also, I am not very organized. Before I purchased my computer system, my business (an import/export and distribution business) was a complete nightmare, totally unorganized, and I was spending 90% of my time solving crises instead of trying to generate new business. I had three employees spending all of their time keeping records, tracking down answers to problems associated with returned goods, what to order, who wants what, customer accounts, inventory (what do we REALLY have in stock?), etc., essentially bush-league stuff that all cottage-industry businesses go through because they don't know any better.

At the time I was stocking about 100 inventory items (mostly women's handbags and accessories), selling maybe \$5,000 a month. I'm not really sure of this figure because things were rather sketchy. Exactly one year later we invoiced for over \$90,000 for the single month of September, and I am absolutely certain to whom sales were invoiced, the amount owed, and the status of all back-orders, open-orders, purchase orders, all 70 inventory items, and I know what to order by color for which season. Also, my dozen reps. across the USA now know what they can sell because I now provide weekly inventory reports. In other words, I graduated into the big leagues, and my secretary is now faced with the problem of finding enough work for me to do. Since automating my business, I am able to fly around the world to work with designers and manufacturers, and I plan to further dramatically expand my business.

Initially I was looking for the cheapest solution to my problems. I knew I needed integrated software that would automatically update inventory records while processing both sales and purchase orders, and if it would update accounts payables and receivables, also, that would be wonderful. I found that OPEN SYSTEMS does all of the above, *and* it will even post to general ledger and tell me how much money I have and that April is the best time for me to fly away to Europe.

Once I had made the decision to buy OPEN SYSTEMS SOFTWARE I had to figure out what "box" to put it in. After talking to a number of "experts," I came to the conclusion that the APPLE LISA 2/10 with XENIX was not only the best bang for the buck, but also the fastest with its 32-Bit microprocessor (IBM was only selling the 16-Bit stuff). Besides, it's part of my nature to be a non-conformist.

Now the fun part. It took me one month to get a number of bugs corrected, because the XENIX had been set up to operate the APPLE IMAGEWRITER, and nobody (not even APPLE) knew at the time how to set my configuration up using the APPLE DAISYWHEEL LETTER QUALITY PRINTER.

(Anyone who wanted to go big time would certainly want a letter-quality printer!!!) Apparently I was the first to use my particular configuration. After much frustration, I was finally able to get my LISA, XENIX and my DAISYWHEEL to speak the same language. Then I contacted SANTA CRUZ OPERATIONS (support for XENIX) and told them how to correctly configure these peripherals. I believe they can now do in 10 minutes what took me 30 days to accomplish. Once the "honeymoon" was over, I was, and still am, in love.

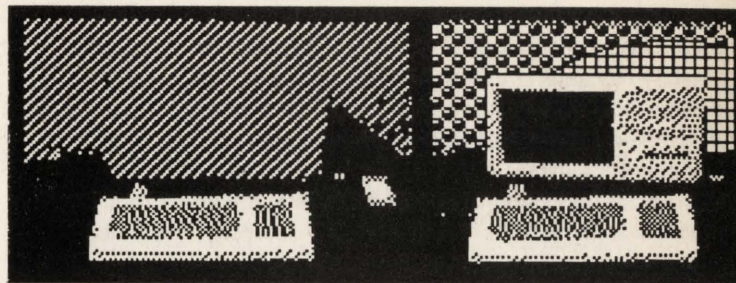
I spent the next six months setting up the OPEN SYSTEMS MODULES one by one, beginning with the INVENTORY system, describing, classifying, pricing, costing every item I was carrying. Then I went to the SALES ORDER module and set up each and every customer I was doing business with, identifying by code, the account, the sales rep., terms, invoicing procedures, account type, etc. Then I went into the PURCHASE ORDER module and set up all of the vendors, shipping information, terms, etc. I couldn't believe that everything was starting to develop a pattern and make sense.

The OPEN SYSTEMS INSTRUCTION MANUAL was very clear, to the point, and was very well thought out. I encountered very few, if any, bugs in the system. The only thing about the actual program that I don't like is that it doesn't allow you to recall and print a specific invoice number. But I understand that there is now an update that will allow you to do this.

The most notable thing that has occurred since I began using this system, in terms of business productivity, is that it forced me to organize myself, my business, my life. In fact, I've so increased my productivity that I have been able to go to Europe twice, New York twice, and Boston and Los Angeles in the last nine months. This has meant that I now have time on my hands, and, "Look, Ma, no nightmares."

The OPEN SYSTEMS requires one megabyte hard disk of RAM because it has to run off the XENIX OPERATING SYSTEM. Working on XENIX is not really necessary 99% of the time, but I've found that the more you start digging into XENIX, the more interesting the capabilities of the LISA become. At the time I purchased the XENIX software (August 1984), the instruction manual was really designed for BELL LAB wiz-kids. In order to understand anything, I had to read the whole manual and then go back to the beginning in order to do anything. Fortunately, the people at SANTA CRUZ OPERATIONS, especially Doug Ambort and Jerry Sadin, to whom I owe many thanks, were of enormous help in giving me the direction I needed to solve my configuration problems. Now, all of a sudden, I feel like an expert and feel very at home working in the XENIX environment.

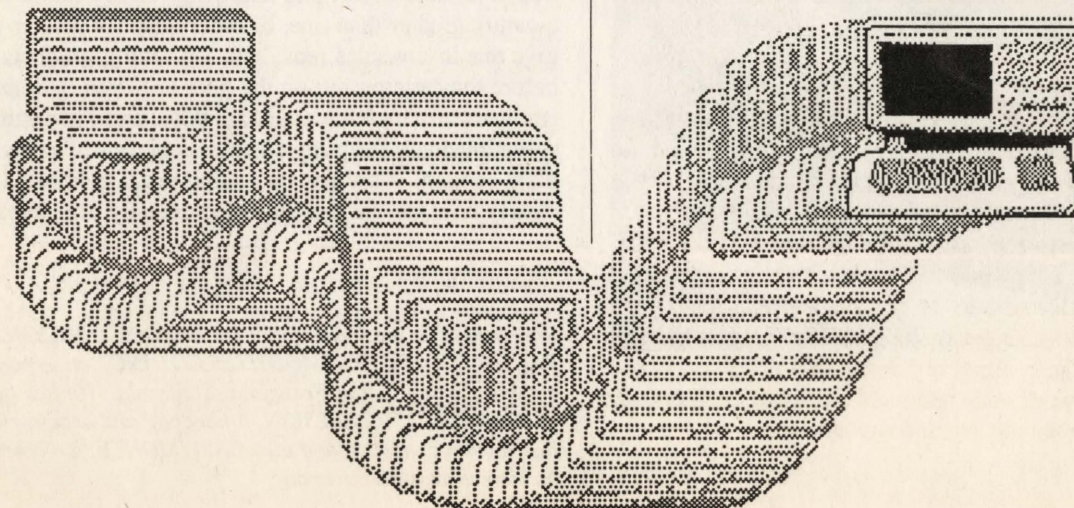
The best part of the XENIX OPERATING SYSTEM is the flexibility that the file system gives. It can be used for a single-user situation, a multi-user situation, or if you prefer, access can be pre-determined (by setting up password codes). You can set



up the system so that only certain people can read a file, or change a file, or have complete access to a file to do both.

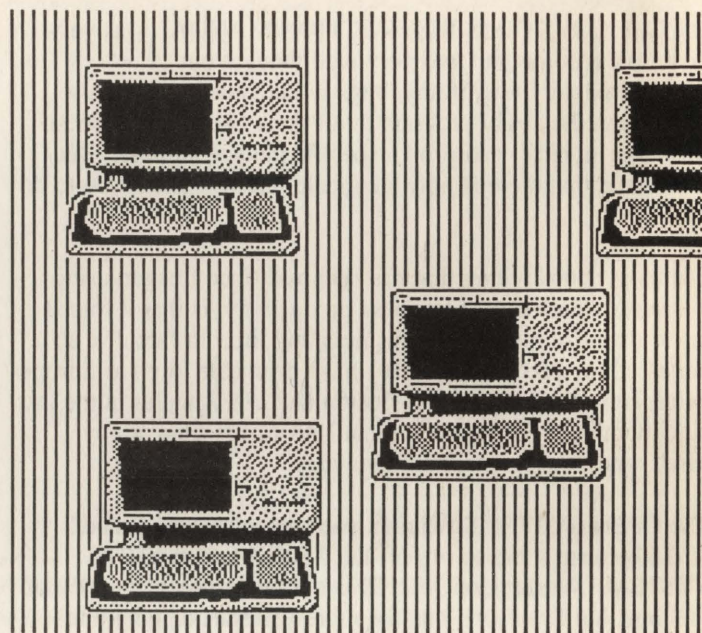
Once I made a major error by erasing all of the OPEN SYSTEMS DATA FILES. At first I felt all of the blood rushing to my head as the computer listed each and every data file one by one and systematically erased each and every bit of data my wonderful staff had laboriously entered into the LISA. It was amazing how fast this 32-Bit machine erased one year's worth of data (actually about five seconds). And it lets you watch--how efficient. Fortunately, I had read the instructions which say, "BACK UP YOUR DATA ON A REGULAR BASIS, OR YOU WILL LIVE TO REGRET IT."

There are a number of ways OPEN SYSTEMS allows you to back up your system. One way is a very simple menu-driven procedure (designed for the individual who can barely type) to back up accounting data files. The other methods allow you to either log into XENIX and copy a single file (which requires a certain level of understanding that the manual assumes you have already grasped), or you can copy everything (I mean literally everything, including programs,) that you have in your computer. On a weekly basis I diligently back up my data files. About every six months I also perform the latter back-up procedure, copying all data files, programs and peripheral back-up changes--this procedure requires about 18 - 400K floppies. At the time that I had accidentally erased my data files, my latest back-up had been performed in this latter fashion.



As I did not want to restore from backup the XENIX or LYRIX programs (just the *data files*), I had to edit my back-up floppies separately (by setting up a temporary directory, etc.), before dumping them back into my LISA. This is where XENIX was wonderful--I was able to identify the contents of each floppy, determine the location of the OPEN SYSTEMS DATA FILES, extract those files only, and in no time (actually about four hours), I was back in business. My new secretary was indeed impressed.

As you use OPEN SYSTEMS, you will probably find, as I did, that while you are setting up a new customer account or entering a new inventory item, all of a sudden you are faced with an "ERROR-2." This will happen frequently if you have a rapidly expanding business and you experience 20-fold growth in one year for which you weren't prepared when you initially set up your programs. Don't worry--all that the system wants you to do is to provide more file space because you're growing up so fast. Very simply, you go into the menu-driven utilities section of OPEN SYSTEMS and then choose the option which says, "18: FILE TRANSFER AND EXPAND," and you follow the instructions designed for your new secretary. Then tell your secretary, "Now, give me something *really* hard to do." If she's anything like my secretary, she'll answer, "Go clean up your desk!" (She's always a step ahead of me!) My desk has always been knee-deep in stuff as I never had the time to file anything anyway. I love my LISA.

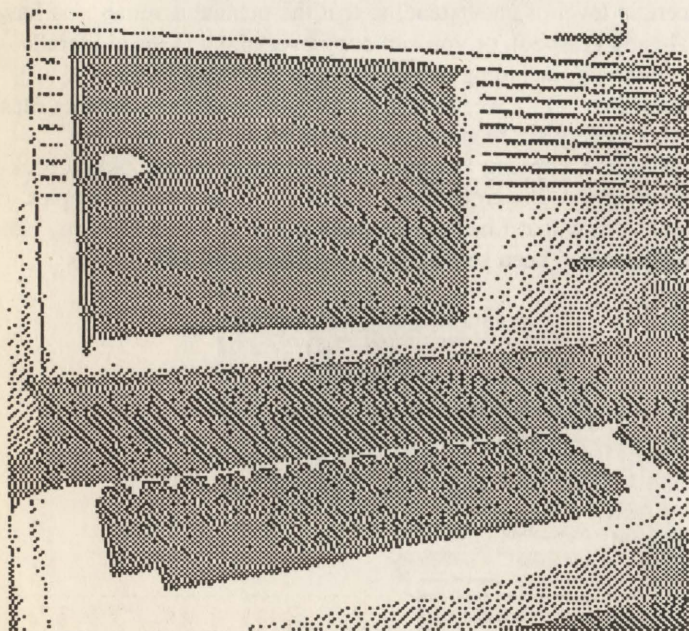


I can do nothing but rave about OPEN SYSTEMS. You can take any data entry classification and arrange it into any type of report you want. If you want to know which items in stock are in inventory, committed, available, or how many items you have ordered, the sales history, etc., you can easily set up a report to reflect all of this information. Believe me, when you have 700 inventory items, it is wonderful to know where you stand. I actually have it set up so that all items under a specified order-point will be identified, and a report will tell me how many to re-order. I even worked out a commission report for all of my reps. that actually takes every line entry item sold, subtracts my cost from the sale price, deducts inland freight costs, then computes the appropriate commission rate for each sales rep.

I have another report that lists all inventory items with available quantity greater than one, or order quantity greater than one. I give this to my sales reps., and I'm selling products in the USA before they're ever put on the boat in Korea. Amazing!! I've cut down my back-orders about 90%, and I'm getting good repeat business from my customers because I'm giving them good service. Now we are talking organization!! I can think clearly now for the first time and actually plan ahead.



Robert Reed is the President of the IMPORT DIVISION of PACIFIC COAST COMMODITIES CO., INC., an import-export company based in San Francisco, California. He has two divisions, PACIFIC EELSKIN, a handbag and accessories distribution company, and also CARL MONTE, a women's high fashion ready-wear company.



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AN INTERVIEW WITH *EVENING'S* HOST

INTERVIEW by Tom Parker



Richard Hart, along with cohost of *Evening Magazine* Jan Yanehiro • Photo by KPIX

*B*eginning with this issue, *User Profile* will be a regular column in *The LisaTalk Report*. In this issue, our interviewer, Tom Parker, meets with the popular television personality and all-around nice guy, Richard Hart, to find out how he uses his Lisa/Mac XL in his profession. But before we share Richard's casual answers to Tom's questions about his Lisa/Mac XL, let's first look at Richard's background.

Richard is charming, outgoing and intelligent. He lives in San Francisco, California, with his wife, Cheryl, who is also his favorite partner in the Waltz and the fox-trot. To say the least, Richard's background is rich and diverse. He received a Masters in Physics at the University of Detroit, is an instrument pilot and a certified scuba diver, and he also holds a second-degree black belt. But although these personal accomplishments are indeed impressive, Richard is probably best known for his talent as a television host. Richard is employed by KPIX of San Francisco, owned by Westinghouse Broadcasting Company, where he is host of the syndicated local television-magazine show, *Evening Magazine*. As a result, his features are also seen across the nation on the nationally famous, prime-time show, *PM Magazine*, featuring adventure stories, celebrity profiles and international travel. And as if that weren't enough, Richard can even tie his own bow tie!

Richard first began working with computers while at the University of Detroit. While studying physics, Richard took a course in programming on the IBM 360 using Fortran; however, he said he found this to be rather boring. Years later, when he decided to write full-time, he began looking into computers to meet his word processing needs. In 1980, Richard found that the best available computer system to meet his word processing was the Apple II with the Easy Writer word processing program. About that same time, the Apple III came out, and Richard purchased the Apple III when he found that Easy Writer could also be used on the Apple III.

In 1982, Richard purchased the Lisa Computer. Since that time, he has been a dedicated Lisa/Mac XL owner and an active member of the Peninsula Lisa Users' Group, of San Francisco, California. As such, Richard was directly involved in the analysis of bugs within LisaWrite, and over the course of five or six meetings, he shared his findings with other members and assisted users in finding ways to work around the bugs within LisaWrite. Since his purchase of the Lisa/Mac XL, Richard finds that he is writing about 10 pages, including scripts, outlines, and personal and business notes on a daily basis.

Following are questions by Tom Parker and answers shared by Richard Hart which we thought our discriminating readers would find interesting.

Rich, can you tell us how you use your Lisa/XL as co-host of *Evening Magazine*?

Well, I use a little bit of Lisa and a little bit of Mac, and I principally do three things: One, I keep data bases; two, I do financials, particularly on a spreadsheet; and three, I do a lot of writing. In terms of my data bases for *Evening Magazine*, I maintain a list of contacts and phone numbers, story contacts for features we've done on the show, and also a data base for, believe it or not, jokes.

The second thing, financials, are used for figuring out budgeting for shows, not for *Evening Magazine*, but other shows. And also, as far as *Evening Magazine* goes, I handle financials for trips. We take about four major trips each year out of the

country, and each time we make one of those trips, each one of us on the show is involved in both suggesting where we ought to go, how much time we ought to spend there, who we want to come along, etc., and then we come up with a figure. And generally, the best figure or the best budget wins on a trip. So obviously, we do a lot of "what-ifs." For instance, how many people can we take, and what if we get a trade on this, that or the other room. This is where spreadsheets are invaluable.

In terms of word processing, I write mostly scripts and copy, not just for *Evening Magazine*, but also for a couple of other shows and specials that I do from time to time. I do some writing just about every single day. Of course, letter writing and other writing, but most of it is script writing.

What are you using for your data base?

Helix by Odesta Corporation, and that's under MacWorks.

So you're able to go back and forth between the two and you don't feel like you've left something behind on one that you'll only be able to retrieve by going into the other environment?

Well, the only things I'm still using under 7/7 are LisaDraw, which I still think is superior to MacDraw, and LisaCalc. I just got Excel, and frankly, I think Excel is the first product I've seen that's better than LisaCalc, so I'm slowly switching over all spreadsheets from LisaCalc to Excel. I'm still using LisaCalc a little bit, and I am still using LisaDraw. So on the 7/7 side, it's LisaDraw and LisaCalc, but I'm in the process of gradually switching over to Excel. And on the MacWorks side it's Word, Helix and Think Tank 512.

How long have you had your Lisa/XL, and what were you using before that?

I got the Lisa 2/5 about ... could it have been three years ago? I got one of the first ones late in, I think, December '82, three years ago, and I upgraded it to a 2/10 about a year and one-half ago. I switched over to MacWorks, and I started using some Mac programs about one year ago.

Were you using a computer before you got the Lisa?

Yes, I actually had an Apple III, which makes me a two-time loser, I guess. But I really appreciate it. I think Steve Wozniak in a two-part Computer Currents interview said, "...the SOS operating system for the Apple III was the best operating system ever devised for any 8 bit computer..." and I agree with him. I really loved that machine, but my father is now using that machine and I've moved over to the XL.

Does the lack of portability bother you?

You know, I use the Radio Shack Model 100, the lap top, and I do a lot of work on that and then transfer it up to the XL. So what I'll do is take notes during the day, phone numbers, things-to-do lists, etc. I also do some writing off the top of my head when I get some inspiration, and then when I get home, I just upload all of that stuff into the XL.

What do you feel you get from an XL that no other computer can offer?

Two things. One, obviously, is the ease of use. I can do things on it more quickly than I can do on any other computer. And that's speaking generally in Mac, too, because I like the desktop and I like the mouse. I've always been a firm believer in the mouse ever since they first came out with it; as opposed to people who are recent converts, I've always seen the benefit of the mouse. Secondly, as far as the XL goes, I like the AST RamStak. I use the Switcher a lot.

I use Red Rider as a communications program. Red Ryder is a shareware program that is an honor system sale, and I sent in my \$40 for it and everything. I use that plus Word and Helix all at once on the XL, and you can't do that on a 512K Mac. I also use, on occasion, a Ram Disk, but generally I like the extra memory that the XL gives, and the extra screen size ... particularly for scripts, I find that the Mac screen on a regular Macintosh is literally about a half inch too narrow for scripts. If you're doing a standard Hollywood-style film script, the screen on the Mac is too short for a legal-size script and you have to cheat. But the XL gives me full width, and I use that full width both for spreadsheets and for script. So I like the extra screen width, and I also like the extra memory.

You're a big fan of the AST RamStak. Why?

First of all, when you look at the retail price, you think, "My God, that's really expensive." But you can get the RamStak for as little as \$500, populated with only a half megabyte, and you can fill in the rest of the chips yourself. For about \$250 more, you can buy the rest of the chips to bring it into a full 2 Megabytes; and for \$750, a Megabyte and a half, which you can't even get in the IBM world. So, first of all, it's inexpensive, and second, it works. I haven't run into any bugs in the memory yet that were the fault of the AST RamStak. There are still some high memory bugs in addressing that much memory that are not the fault of the RamStak, but the fault of some programmer who neglected to consider the fact that some people might be using the program with the extra memory. Generally, I haven't found any fault with it at all.

So you are operating more and more in the Mac environment. What percentages are you working

with the Macintosh environment, and are you looking to totally walk away from the Lisa applications?

Right now it's about 75% Mac and 25% Lisa, and I figure that within six months' time I will be totally Mac, and I won't be doing anything on the Lisa side at all.

Will you miss anything about Lisa?

I'll miss being able to run more than one program at the same time. What I used to do is literally move things back and forth between documents side by side, such as LisaWrite and LisaTerminal. So, I could be downloading or uploading at the same time that I was writing a note that I wanted to send. I did some things like that with spreadsheets, too, as I could have LisaGraph open along with LisaCalc, and I could do some calculations or updates and paste that stuff directly into Graph. Now you can do that to a certain extent with Excel, but I think that by the end of 1986, there will be within a Macintosh product (whatever that may be) or possibly an update to an existing product, everything that you had in a Lisa in a Mac product.

Where do you see the XL's future? You were active with the Lisa from the very beginning. Is there a future for the XL?

Yes. What makes the XL still, if you'll pardon the expression, viable for a number of years, is that no matter what direction Apple takes with Macintosh, damn it, you've got those three slots in the XL and with those slots, you can make it do anything that any other Mac does. Even the Macintosh itself as it exists today doesn't have that capability. I think AST has the capability to provide XL owners with some boards in those slots that would give us everything that Mac has, including four-channel sound, color and interfaces to all sorts of products, external or peripherals.

In your opinion, is there a big enough base of users--supposedly there are 40- to 60,000 of us out there--to encourage somebody like AST or any other company to continue to supply products for the Lisa/Mac XL?

That's the biggest question in *my* mind right now. I think AST is the only company that is going to do anything. If there is some competition out there and three or four companies decide to go after it, I don't think there's a big enough pie for each of them to get a profitable slice. For one company, such as AST, yes, I think there is definitely a market. If it looks like anybody who enters the market couldn't get a big enough slice to make it worthwhile, I think we're stuck. If AST goes at it and they're the only company to do so, they can make some money.

Rich, having bought an Apple /// and now an XL, and knowing that hindsight is always 20/20, what would you do differently?

I'd wait. I was one of the first buyers of the Apple ///. I was also one of the first buyers of the Lisa. I've learned throughout these two incidents that no matter what Apple comes out with, a Laser printer or an optical disk reader, or whatever kind of brand new Macintosh they announce in January, I'm not going to buy. (Chuckle.) I'm going to wait at least six months. I've just made a vow--I'm not going to buy anything before it's been on the market for at least six months.

That's the lesson I learned when I upgraded from a 2/5 to a 2/10 and in less than a month later, Apple introduced the "XL" for about \$100 more than I paid to upgrade my Lisa. And that left me with the feeling that if I just have the patience to wait, Apple will reward me with a much lower price.

Absolutely, and I'm a firm believer in that now. In the event that AST announced something I needed, I would give them support and I'd buy it; but as far as Apple is concerned, if they announced any peripherals, I'd wait six months, and if they announce any CPU, such as a new Macintosh or a new computer altogether, I'm not biting for a full year. I think Apple has lost a lot of sales that way. There are a lot of people out there who now feel that they just aren't going to buy when Apple announces a new product.

Do you have any other final thoughts you would like to share with our readers?

Yes. I cannot understand, at all, how ease of use translates to individuals who buy an IBM product or an IBM clone as "fun." For me, ease of use translates into productivity. And if it's easier to use, I'm going to be more productive with it.

The worst sin that Apple has committed, from a marketing standpoint, is that they don't understand the corporate mentality in buying products. You have to deal with an individual like myself differently from the way you deal with a large corporation. And what Apple is trying to do is sell to corporations the same way it sells to individuals, and it's not working. Apple doesn't understand the corporate mentality. The corporate mentality is: "If it's broken, I want it fixed **today**. I don't care how much it costs." And Apple is trying to tell people, "Well, tell you what. I can save you a few bucks by doing this next week." That's not the way corporations think, but that's the way Apple thinks, so I don't think Apple will ever make it in the corporate world.



USERS' MAILBOX

Questions and Answers • Open Forum • Helpful Hints

The Users' Mailbox will be a regular feature of The LisaTalk Report, beginning with this issue and provides users with the opportunity to express their concerns, wants and needs for support. We also urge readers to submit general information and/or solutions which they have found to work for them for the benefits of our other readers.

We regret that we cannot provide answers to all letters which we have received thus far. If you have not yet received an answer, your letter will be answered in the next issue (March, 1986,) of The LisaTalk Report in our "Answer Man Column," and we will also answer as many new letters in the user's mailbox as we possibly can in the next issue.

BIT COPIER - MAC DEVELOPMENT - ROMS - PARALLEL PORT - MODEMS

Dear Editor:

I am an individual owner of a Lisa, not a company. My goal is to use this computer to further my computer programming knowledge. Perhaps to the point of becoming a developer of good marketable programs.

I'm writing to inquire about your Lisa/XL User Group and to request a copy of your newsletter. I would also like to get some information that covers several areas of interest, and I hope you can help me.

1.) Is there a bit copier that supports the Lisa? I have Copy To Mac 4 and it doesn't support Lisa.

2.) What additional materials would you recommend for study to learn the Macintosh development system?

3.) How do I go about finding out which ROM I have, e.g., the H/88, or H/A8, etc. Also, in the September issue of MACazine it was stated in the Orphan Support column that MacWorks will not be changed to allow Macintosh disk space to reside on the disk attached to the parallel card. The internal parallel port is all that will be supported. Please explain this; I want to make sure I understand it!!!

4.) I have not purchased a modem yet, but I would like to do so. What I'm looking for is an inexpensive modem that isn't so slow that the cost of using it (phone charges) will not be so costly that I'll find myself shopping for another one. Could you recommend one that one of your users have had good luck with?

Thank you very much.

Sincerely,
George V. Blevins, Jr.
St. Petersburg, Florida

Dear George:

In answer to question 1: There are two ways of copying while in the Lisa environment. First, the Lisa Operating System (7/7) has a built-in copy routine. While in the Lisa Operating System, insert a disk into Lisa's 3.5" disk drive, select the disk and select "Duplicate" (or Apple + D) and the copy routine will be invoked. Second, Copy Two Sony is a bit copier (written in Pascal) which will also effectively copy Lisa disks. If you are interested in receiving this program, please contact The NetWorkers.

In answer to question 2: You will find your answer in David Redhed's column, From Toolkit to MacAPP, in this issue of The LisaTalk Report.

In answer to question 3: Rumor has it that Apple will introduce MacWorks 4.0--this update should support multiple profiles on the Lisa parallel board.

In answer to question 4: We've had excellent luck with both Hayes and Apple modems.

Editor

THE LISA OFFICE SYSTEM

Dear Editor:

I read with great interest your announcement of intentions to publish "The LisaTalk Report" and the possibility of supporting Lisa/Mac owners in other ways as well. I was introduced to the Lisa some time ago and have lived through the evolution of The Lisa Office since Rev. 1.0. I might add that the Lisa has had a very positive effect on my career and the way I view my role as a professional.

As a heavy Lisa user I have been closely watching the development of Mac software. There are many questions that I have concerning the disposition of the Lisa, the "migration" to the Mac, and the practical relationships and tradeoffs regarding this whole topic. As I experiment with Mac applications, consider the transfer of documents and applications from Mac to Lisa, and ponder the practical aspects of communication with ubiquitous PC, I continue to marvel how good The Lisa Office System is. The Mac has many attractive features, but so does the Lisa. I, for one, am not yet prepared to abandon The Lisa Office. I am encouraged to hear of plans to continue to provide support. Enclosed is your questionnaire as well as a check for The LisaTalk Report. I look forward to the receipt of it as well as forthcoming issues.

Sincerely,
Kenneth W. Nelson
Stone Mountain, Georgia

Dear Kenneth:

One of the major advantages to the Lisa is the fact that it will allow you to take advantage of multiple operating systems. This is a relatively unique feature and offers the user great flexibility. If the Lisa Operating System is a solution for you, but you wish to take advantage of the Mac Operating System, remember, you have that option. Just remember, TO KEEP THIS FEATURE, DO NOT INSTALL APPLE'S SCREEN FIX. Instead, install the Bit Fixer, which adjusts the screen for all Lisa environments.

Editor

Dear Editor:

I read about your group in MacWorld. I own a Lisa 2/10 set up to share Lisa 7/7 and MacWorks XL. Currently, I am not using the Mac capability because of my enthusiasm for the multi-tasking environment. I would be interested in joining your group. Please send me whatever materials you have available about your organization.

I am a stockbroker specializing in endowment portfolio management. My future computer needs are a second Lisa for home and possibly one for my secretary. As such, I am very interested in learning more about networks for my current system.

Sincerely,
Michael E. Seifert
Moseley, Hallgarten, Estabrook & Weeden, Inc.
New Haven, Connecticut

Dear Michael:

Unfortunately, there is no present network system for the Lisa Operating System. However, Corvus offers a file server along with their OmniTalk product line which works with MacWorks. In addition, Sunol Systems offers a disk server under MacWorks. The fastest of all multi-user networks for the Lisa is the Xenix Operating System, along with applications that work with Xenix, such as the Open Systems Accounting series.

Editor

MIGRATION

Dear Editor:

I am interested in the "unofficial, unreleased tool that will carry documents back and forth between the Lisa and the Mac," as mentioned in the MACazine Orphan Support column (September 1985). I have the following questions:

(1) Who is it by? (2) How much does it cost? (3) Will it transfer document between Lisa & MacWorks environments on the same Lisa 2/10-Mac XL? (4) How must the system be configured to do this? (5) How do I obtain a copy of this software package? Thank you for your help.

Sincerely,
Peter H. Callac, III
Slidell, Louisiana

Dear Peter:

The Migration Program is an Apple product developed by Microsoft Corporation. The official release should be available by now from Apple. However, you may order the unofficial pre-release version (0.9) of the Migration program (which includes the "Scrapbook" feature which allows you to not only migrate from Mac to Lisa but also back to Mac) from The NetWorkers for \$6.90 to cover duplication, shipping & handling.

Editor

Dear Editor:

Thank goodness there's someone who is willing to help Steven's lost sheep. I was beginning to think that I was one of the only people who was persistent enough to pester Apple Co. for some service.

Maybe it's foolish to buy a product based on a company's past product performance, but I had faith in Apple Company when I bought my original 2/5. Like many others, I'm discovering that Apple Computer has lost all of my faith and trust. However, I'm very interested in giving them the opportunity to set things straight.

I'm finding, however, that my dealings with them are frustrating. They promise to have technical people call me, to answer my questions about the feasibility of conversion to the Macintosh environment, and of course no one calls.

The person that I talked with initially had difficulty telling me if the Mac XL software created 512k of Ram or 128K. (Getting further information from the likes of this kind of assistant doesn't inspire a great deal of confidence.)

So here I sit, trying to decide whether I can get what I need from the Macintosh environment. One big killer, is that I've found out that I can't use my Priam, (they think???). Another, is that Apple starts squirming when I ask about software to convert all my records, too. (When I bought my machine, all of the software was bundled and cost \$1,500.) I don't care to spend another \$1,500 for software to convert.

I have a lot more to say about the problems I see. I also know an attorney who has a Lisa, and is intimately familiar with all of the problems that we are facing, and who might entertain the thought of representing any large number of Lisa owners who might consider a class action suit. Although I sincerely hope that Apple will see the wisdom to spending a few dollars to make us Lisa owners happy and compatible with the rest of Macintoshdom.

Thank you in advance for your sincere interest and attention to the Lisa owners' plight.

Very truly yours,

William M. Landenberger, President
Apex Consolidated Financial Services
Pembroke, Massachusetts

Dear William:

Please be patient. There are a lot of companies, including Apple, The NetWorkers, Dafax Corp., AST Research, Inc., and

Sun Data, working diligently to help you. Thanks for your vote of confidence.

UPGRADES

Dear Editor:

I am interested in the following:

- 1.) Information of 3.1 OS upgrade—a.) How can I get it? b.) How much does it cost? c.) What does it include/fix?
- 2.) Information on the latest upgrades (actually, all) upgrades to Lisa PASCAL since 3.0.
- 3.) Information on where/how I can purchase Lisa Toolkit 32 (I have used QP, and I think it sucks.) And on the Toolkit 32 user's group.
- 4.) Information on 3rd-party hardware and software vendors. In particular: a.) UNIX software or XENIX. b.) External additional disk drives. c.) Other OS software. d.) Information about devices for sale for MAC which also work for Lisa software.
- 5.) It would be nice to find a reasonably priced source for Lisa software which had a reasonably complete selection ... At least a list of what is available and where it can be purchased would be nice.
- 6.) Information on the latest software upgrade for MacWorks XL.

Lincoln A. Baxter
Philadelphia, Pennsylvania

Dear Lincoln:

Originally, Apple offered the Lisa 7/7 upgrade to 3.1 through dealers. However, I believe that policy has been discontinued. The NetWorkers has been authorized to copy 3.1 and provide copies to subscribers as needed. For more information, contact us at: (415) 258-9152.

3.1 really had minimum fixes to Lisa 7/7. It's been a long time since the introduction of the update and I don't remember all of the fixes, but I do remember that it fixes LisaWrite, in that an extra page is no longer spit out during printing as in 3.0. We will investigate the subject more.

For Toolkit information, contact Mr. David Redhed, Clear Skies Consulting, 712 - 35th Avenue, Seattle, WA.,

The rest of your questions are answered in Just For You, by Lewis Guice, in this issue of The LisaTalk Report. The NetWorkers is not in a position to recommend an inexpensive source for software, yet. However, our next issue will advertise—The Real Lisa Connection—a company with a large selection of products at reasonable prices.

Editor

ATTACHING HARD DISKS AND TAPE BACKUP TO THE LISA

Dear Editor:

Our company would be interested in the possibility of attaching hard disks and tape backup to the LISA. I would be very surprised if this could be done at a competitive cost now that the LISA is no longer made. Because the LISA was available we have begun to move all of our product documentation onto the computer, and the 10 MB disk is nearly full. I am interested in information about the LISA and the migration package, but we are not likely to switch to the Macintosh environment because of the similar instability in this product line. Maybe your report would change my opinion, but I don't think it will.

Devices & Services Company
Dallas, Texas

Dear Sir:

For information on hard disk storage with tape back-up in the Lisa Operating System, read Fred Reitberger's article on the Priam Data Tower in this issue of The LisaTalk Report. Sunol Systems also offers a variety of hard disks with tape back-up under MacWorks.

CRASHES INTO THE ENVIRONMENT WINDOW

Dear Editor:

I have a problem with frequent crashes into the environment window. Local computer lines have replaced almost every port of this unit.

HELP!!!!

Frank H. Kearth
Baton Rouge, Louisiana

We certainly empathize with you, but we cannot answer this problem at this time. We'll investigate and try to answer your question personally as soon as we know; as well, we'll publish your question along with the answer in our next issue for other readers.

SPELLING CHECKERS

Dear Mr. Guice:

I want to add my thanks for what you are doing to organize constructive communications in and for the Lisa/MacXL community. My Lisa performs under MacWorks 3.0 very well, with a Profile 5 MB hard disk. I look forward to receiving the two-way migration package under your special subscription offer, which I've accepted by check mailed to your Burlingame office.

If you plan to have a column on questions, I'd like to ask if any other Lisa 7/7 user of LisaWrite has had the same trouble I'm having with the dictionary-spelling-checker. It will work for a few "hits" and then will bomb out, saying that there is something wrong with the diskette on which the dictionary is located. My dealer has changed diskettes and has also changed the Profile, under our service agreement, but the problem persists. I've written to Apple for help, but so far I have received no reply.

A related question is, "What spelling checker is best for MacWrite and Microsoft Word in the Mac environment?" Also, "If nothing is yet available that measures up to LisaWrite's convenience, is there something worth waiting for that is under development by Microsoft or any other developer?"

The LisaTalk Report is going to be a big help. A suggestion for those of us who still work with the Imagewriter would be to drop a footnote at the start or end of each article, stating briefly anything special about the way the article was formatted and printed. For example, I'm not familiar with the four-column formats of your sample issue. Nor have I seen anything as clear and crisp as its printing. Was a LaserWriter used up to the last page, where The DeskTop Junction starts? What fonts and sizes were used, e.g., for the page inviting ads? A simple symbolic code could be used to educate us about these minor but very instructive matters: some kind of symbols at the end of each article, with a box on the inside front cover providing a way to decipher the symbols.

In any event, what you are doing is greatly appreciated.

Sincerely yours,
Bill Atterbury
Chevy Chase, Maryland

Dear Bill:

In response to your question about why your dictionary-spelling-checker is bombing out, we do know that the update from Lisa 7/7 version 3.0 to 3.1 includes a fix to this problem. (Apparently, there had been some kind of problem in the

shipment of a number of update packages, which affected this feature.) If you have not yet received this update, this could resolve one of your problems.

However, we must also tell you that whenever you have both Operating Systems on one disk, many programs tend to bomb or run slowly, and this could be another reason for your problem. If this is the case for you, we recommend that you do not partition your 5 Meg Profile to address both Lisa 7/7 and MacWorks. There simply is not enough room. The best solution is to get an additional hard disk and give each Operating System enough room to breathe.

In response to your question about what fonts and sizes were used in our initial promotional mailer, thank you for your advice on a symbolic code; in the inside cover of this issue you will notice that we indicate the particular fonts and sizes used within this issue of The LisaTalk Report, as well as the fact that we use PageMaker (allowing for the four columns which you saw in our promotional mailer and the two columns within this issue) to produce our publication.

NOT SATISFIED

Dear People:

Find enclosed check as requested (10.00) for LisaTalk Report (premier issue). I don't know how much good \$10.00 will do or how much pressure a lot of \$10.00's will generate. I do know Apple presented things in advertising that they could not deliver or which would not perform as advertised when it was bought and paid for, that is FALSE ADVERTISING.

As an example--LisaCalc (spread sheet) is 255 lines x 255 columns. That calculates to 65025 cells. We have tried to operate LisaCalc on various projects and always find trouble starts before 6 pages of 8 columns each page. This is 48 columns times 251 lines equalint 12048 cells. (6x8x251=12048). The point at which it will "blow up" or "lock up" depends on the number of cells with data, it has occurred at approx. 45% and again at 65%.

The above is the worst problem, however, there are glitches in the Word Processing and Drawing as well as Disk Handling.

Word Processing--Dialog Box usually says "Text is out of printable area." Yet most of the time it prints without any prompting or ordering by operator. Some times other action is required to print.

Drawing--Will not "fill in" designated areas as documented consistently.

Disk Handling--Usually when disk is ordered to reject, the Dialog Box says, "Lisa must shut down before disk can be rejected." The system may Shut Down (Turn Off) or proceed to reject and go on with normal operation.

The Lisa and complete software was purchased in 1983, in good faith as presented by Computer Emporium. Why? Computer Emporium. We were aware of the unstable vendors of computers and related equipment. Bearing this in mind and knowing the named was closely connected as a subsidiary to The Couriro-Journal which is connected to other local businesses, we purchase from The Emporium.

We agree: Apple Lisa is an orphan of Apple. However, the parent is not dead and should support its children and be responsible for its own actions. Please advise if we can be of more help. Your fight is our fight.

Edward J. Zoeller
DBA Jerry Zoeller Consultants
Louisville, Kentucky

Dear Edward:

In response to your comments about LisaCalc, this is a bug for which there is so far no remedy. Try using Excel under MacWorks for your larger spreadsheets. And thanks for your additional comments.

NEEDS TO KNOW

Dear Editor:

I would love to see a greater amount of information, especially of Lisa internals. For example, in your survey sent along with your letter discussing the premier issue of The LisaTalk Report you ask if I have 1 MB internal memory, and I don't really know. The person I bought the machine from didn't know (from a friend) and no documentation I have read tells me anything of the like. The original Apple machines were a far cry above the Mac/Lisa Families for the over abundance of information provided to users and programmers.

Jeffrey A. Carye
Burnaby, British Columbia

If you are operating under Lisa 7/7 and everything is working fine, then you probably have 1 MB internal memory--Lisa will not work efficiently with 512K. If your using MacWorks, select "About the Finder," and it will tell you how much memory you have. Thank you in advance for your support. We certainly hope The LisaTalk Report and our contacts will help you to meet your overall needs.

REFUSES TO MACINTIZE

Dear Editor:

I was very happy to read about the LisaTalk conference that was held in June this year. As a dedicated Lisa owner who refuses to Macintize his 2/5, I am always interested in learning more about my wrongly forsaken machine. The latest issue of Desktop Junction said your 49-page LisaTalk Report was well done and a good value at \$10. Enclosed find a check for \$10. Please send one (1) copy of The LisaTalk Report.

Although I use a Macintosh at my 8-to-5 construction management job due to the need for portability, I still prefer the Lisa with its larger screen and more transparent 7/7 Office System. It's hard to have your mouse and pack it too!

Respectfully,
Joel D. Ross
Project Support Services
Auburn, California

We appreciate your support and hope that the premier issue does indeed prove to be of value to you. Thanks!!!

NOT REAL EXCITED

Dear Editor:

Let's face it, the Lisa is dead, long live the Macintosh.

For all the money, time, and even love (!!!) invested in the Lisa, it's only a machine. What does Apple owe me? Really nothing, although I would love to see an upgrade or something for the Lisa, I would also like to see my '72 Volkswagon upgraded to an '85 Porsche 911--aren't they both run by air-cooled motors; I mean they have to be practically compatible anyway!

My wish? Just let my Lisa/Mac XL, or whatever, run the library of Mac software without distortion and without bugs or system crashes. My expectations, nothing. (Has anyone thought of a co-processor board? I've got lots of empty slots!)

Please let me know if you come up with anything like that. (Hey, even a migration package is not all that important.) In the meantime, I think someone said, "We grow too soon too old and too late smart." Could be worse, at least I'm not stuck with a PCjr (or worse, an Apple !!!)

Richard W. Ohaus
Chatham, New Jersey

Dear Richard:

We apologize, but we're really not clear on your comments. On the one hand, if you're saying you don't want support, you've come to the wrong place. On the other hand, if you do want support, you know that although it may be inconvenient and perhaps even too little too late, it will take the patience and support of "the rest of us" to fulfill your wish list. We hope you'll follow your heart and revel in the newly generated enthusiasm around the Lisa/Mac XL.

Editor

MACINTOSH XL-COMPATIBLE SOFTWARE

Dear Editor:

I phoned the following third-party Macintosh product manufacturers to inquire about their software compatibility for Lisa/Mac XL:

For video camera interface system:

New Image Technology, Inc.
Suite 104, 10300 Greenbelt Road
Seabrook, MD 20706

For an optical scanner:

Image Communications, Inc.
640 West Putnam Avenue, P.O. Box 4809
Greenwich, CT 06836-0086
(203) 661-0607

When they were asked if their products worked on Lisa/Mac XL, their response was that they never tried it. They had no perception of the Lisa/Mac XL market. I informed them that these users were a highly creative, professional sector of the PC market who would have a greater need for such a product.

Perhaps sending a copy of The LisaTalk Report to the various software and hardware manufacturers would give them the proper insight to a potential market for their products.

Incidentally, the PageMaker (Aldus) software works well on the Lisa/Mac XL utilizing the full screen.

Sincerely,
Edward A. Dutka, M.D.

Dear Edward:

Thank you for your input. We agree that Macintosh product developers should concern themselves with Lisa/Mac XL-compatibility, and that it will require Lisa/Mac XL users,

USERS' MAILBOX

developers and the Lisa Talk Report to make the needs of our large community known. We are definitely working to reach the industry, as a whole. First, however, we much "take care of our own," in terms of getting our current systems up and running efficiently. You will find in future issues of The LisaTalk Report, we will be giving much more attention to Macintosh XL compatibility, and we expect this will bring about further participation from the community of Macintosh developers.

Editor

Dear Editor:

As an owner of the most powerful microcomputer yet designed, I would like to thank you and all "The NetWorkers" for their excellent efforts in supporting the Lisa/Mac XL. (Where have you been!!!)

I purchased my Lisa 2/5 in early '83; since then I have added a 10 Megabyte external ProFile hard disk running Lisa 7/7 (3.1) attached to the parallel card (5 Megabyte ProFile running MacWorks XL Revision D, is still attached to the internal parallel port). I have also upgraded my RAM to 2 Megabytes using AST's outstanding product RamStak.

As you can probably imagine, over the last 2-1/2 years I have become rather frustrated in my endeavors to expand my Lisa/Mac XL system. In doing so I have found many answers to questions on (hardware & software) that might be of interest to other Lisa/Mac XL users.

A 5 Megabyte ProFile can be inadequate if you are trying to run both Lisa 7/7 and MacWorks-XL together (the key word is trying). The first time an application is opened during a session, Lisa sets up a process for both the application and all documents created by that application. The first time you print from an application, another process is opened. Each process uses 200 blocks, so using just the seven Lisa applications requires 1,400 blocks or disk space, and printing these applicatoins will require up to another 1,400 blocks. Therefore, a 5 Megabyte ProFile containing both Lisa 7/7 Office System and MacWorks, can easily become taxed for storage space. The Lisa 7/7 (3.1) Office System alone takes up approximately 6,000 blocks (3 Megabytes), MacWorks XL System takes up another 2,000 blocks (1 Megabyte), leaving less than 2,000 blocks for storing documents and all associated processes. In short, operating under these conditions, you spend more time with the "Not Enough Memory" dialogue box than you do with your own "Work In Progress."

Users who wish to run both Lisa 7/7 (3.1) Office System and

MacWorks XL from the same hard disk should do so from at least a 10 Megabyte ProFile. The optimum system would be to have a hard disk for each (remember MacWorks XL can only reside on a hard disk attached to the internal parallel port, the parallel card is not supported). Keeping the two Operating Systems separate also solves a lot of System Errors (Crashes, ETC...)

The Lisa/Mac XL uses MacWorks XL to boot ROMs to run Macintosh Software. Due to the Macintosh's screen aspect ratio (square pixels, or as Apple likes to call them, square dots,) which is built into the ROM, our Lisa/Mac XL screen, which uses rectangular dots, appears distorted while running in MacWorks. Square pixel ROMs are available for the Lisa/Mac XL if you are running MacWorks XL with Macintosh Software ONLY (this permanently switches Lisa's screen to Macintosh's aspect ratio). Unfortunately, this does not help most Lisa 7/7 (3.1) users.

System Pixels*	CPU	I/O	Square
Lisa 2/10, Mac XL	F, H**	D (88)	A3
Lisa 2, Lisa 2/5	D, F, H**	B (A8)	A3

*CPU-I/O is the same.

**Although MacWorks has been thoroughly tested with the earlier ROMs, consider upgrading to the H/A8 on the Lisa 2 or 2/5 and the H/88 for the Lisa 2/10 or Mac XL if your system containing an earlier ROM behaves irrationally.

I feel most Lisa 7/7 users are like me and have too much time and hard work invested in their Lisa Operating System to give it up; and why should we? I know I do not want to give up my Lisa's outstanding performance. Now, thanks to BitFixer (All Star Computer Services, 760 Dolores Street, San Francisco, CA 94110, 415/282-0540), we don't have to. BitFixer is installed inside your Lisa/Mac XL and lets us switch instantly between Lisa's rectangular dots and Macintosh' square dots. BitFixer is compatible with MacWorks XL, Lisa 7/7 Office System, Lisa Workshop, Imagewriter and LaserWriter or any other Macintosh-compatible printer.

Below is a list of Macintosh third-party software that is compatible with the Lisa/Mac XL running under MacWorks. The list includes tips and warnings about diskette and hard disk startup, hard disk data storage and printing. These products were tested on their ability to:

- 1) Open the particular application;
- 2) Create a document with the application;
- 3) Print the document;
- 4) Save the document;
- 5) Close the document;
- 6) Re-open the document and make changes;

- 7) Quit the application;
- 8) Print the amended document from the Finder.

(NOTES: The applications listed below have been tested for their ability to print on the ImageWriter ONLY; they have not been tested for their ability to print on Apple's LaserWriter or any foreign printer. Also, for diskette and hard disk versions of each application, tests were made under both MacWorks Revision B and (Version 2.0) introduced in January '85.)

1. Microsoft "Multiplan" (1.02)* Multiplan works well with MacWorks (2.0). With MacWorks, Revision B, the system crashes when quitting or printing from the Finder. To work around this: Save and Close the document, then Quit the application. Print from within the application.
2. Microsoft "Chart" (1.0)*
3. Microsoft "Basic" (1.01.00)*
4. Telos "Filevision" (1.0)
5. Living Videotext "ThinkTank" (1.0)*
6. Main Street Software "Main Street Filer" (1.0)
The system crashes when printing the title page with the "Print Screen" option using MacWorks Revision B, MacWorks (2.0) doesn't have this problem.
7. Desktop Software "1st Base" (1.01)
8. Stoneware "DB Master" (4242)
The system often hangs while printing to the parallel printer.
9. Megahaus "Megafiler" (1.01)*
10. Megahaus "Megamerge" (2.0)*
11. Haba System "Habadex" (1.0)
12. Monogram "Dollars and Sense" (1.2)*
13. Human Edge "Sales Edge" (1.0)*

*Indicates that although the software functions on the hard disk, you must have the "master" diskette in the boot drive in order to start up the application. The developer's copy protection scheme prevents you from copying the application to your hard disk. All other applications can be copied to and then run on the hard disk.

(NOTE: This list is neither an endorsement of the products listed above, nor is it a complete, comprehensive list of all the software that is currently compatible with the Lisa/Mac XL running under MacWorks.)

Again, I would like to thank you for the interest and support that The NetWorkers are offering to Lisa/Mac XL users. It is greatly appreciated. Also, I am looking forward to reading your quarterly issues of The LisaTalk Report, along with trying out the pre-release version of the Migration Program.

In closing, I hope you find at least part of this information helpful, and if I can be of any further assistance, or should you have any questions, please don't hesitate to call. "I'm here to help!"

Sincerely yours,

Vernon R. Brown
Parker Hannifin Corporation
Bettendorf, Iowa

Dear Vernon:

Thank you for your contributions. We're sure your input will assist many readers in making wise purchases. We will be providing as complete a list of Macintosh XL-compatible products as possible in future issues of The LisaTalk Report. Keep in touch with us.

Editor

Dear Editor:

Thank you for taking on the much-needed task of becoming the advocate-in-print for the Lisa/Mac XL user.

I spoke to the people at Intermatrix today. They developed a positively superior desk accessory package which is being sold by Boreland International as Sidekick for the Mac. It works fine on the XL except for the fact that if you try to dial the phone, the machine hangs (I suppose it's waiting for Apple to install a polyphonic sound generator). Intermatrix is in the process of updating the package so it will allow dialing out on a Hayes-type modem; this should make it 100% XL-compatible. The updated version will carry a version 1.1 designation and, according to Intermatrix, will be out by year's end. This package is a whole lot nicer than Sidekick for the IBM.

I teach an introductory course in computers using a lab of 30 IBM's at Rutgers University. I do virtually all of my work on an XL. The ease of use issues are secondary in this choice; I prefer the Mac for its ability to integrate both my software tools and the work product they produce.

I feel two pressing needs to keep my XL a viable instrument: a higher degree of compatibility and a digitizer. The compatibility issue may solve itself when Apple introduces the new workstations--if programs that don't run on an XL don't run on the new machines, a change in developer attitudes seems likely. Apple warned developers that the XL will be the compatibility test for future generations on Macs.

I think that XL could gain a real degree of compatibility if someone in hardware development released in RS-422 port board for the machines. The Thunderscan won't run on the XL due to "differences in the lower level hardware." Perhaps, compatible ports will cure this difficulty.

Good Luck!

USERS' MAILBOX

Mark Marpet. Ph.D., P.E.
Mark Marpet & Associates, Inc.

Dear Mark:

The possibility of the development of an RS-422 port board is very probable. We'll keep you informed. Thank you for your contributions.

Editor

Dear Editor:

The following thoughts are inspired in part by the LisaLover in me, and in part by the journalist in me (magazines, newsletters, TV).

Here are some features I believe will be valuable in The LisaTalk Report:

1. A listing of all the available Lisa programs (Apple and third-party developers), with indication of latest version. I have never been able to find such a compilation.
2. A listing, by survey or third-party developers or via somebody like Guy Kawasaki, of all Mac XL compatible programs.
3. A running update on forthcoming Mac XL-compatible programs.
4. No. three was spurred by a great letdown after waiting for Borland's Sidekick (Mac). The phone autodial won't work on Mac XL because of differences in the weird Macintosh tone generating circuitry in plain Mac. I wrote Phillippe Kahn at Borland suggesting that there are significant numbers of Lisa/Mac owners. Why not put a switchable module in the software so the program will work on XL? After all, we have the choice of installing a parallel printer driver via the MacWorks System disk.
5. A listing of worthwhile games that run on Mac XL. Yes, we're serious business users (I have never bought a game--yet), but there are a number of new simulations coming, from Scarborough and Mindscape, that can be classified as games for business management training. And whoever did Flight Simulator produced an authentic simulation endorsed by pilots; though orphaned by Apple, I vowed it would be the first game I would buy.

Now the point of items 1-5 goes beyond useful compilations. We orphans constitute a market not to be sneezed at. There ought to be a way of making software publishers consider the potential

revenue they ignore when they don't go that extra mile to write Mac programs that run on XL. Editorial, perhaps, so are the user groups.

6. A compilation of the numbered failure alerts that pop up on Lisa and Mac. ("If you report this failure, mention #0000000.") The dealers and their service people don't know what they mean and how to find out. That keeps the cost of service contracts high for us. It also keeps us from diagnosing the failure ourselves and increasing downtime.

7. We need a source of workable recovery techniques from failures or bugs. For example, Gary Ingram's review of XL-Serve drops a tid-bit about recovering from a lock-out by re-initializing with 7/7, etc. Could be a column with the most readership. Should be organized by symptom versus fix.

8. There ought to be periodic test reports on dependability of the 3.5 inch floppies. I believe a Mac users' group around Berkeley had been doing this. Could be published with permission and due credit. Will Apple or somebody have an upgrade so we can use double-sided floppies? Will it be worth having?

9. Hard disks for Lisa/Mac XL need a focused consideration. So far, it's not clear that Apple's new 20MB disk will be for us orphans, too. There isn't much published on alternative hard disks specifically for this machine--everybody has gone ape over fattening plain Mac. Not all of us will need a Priam tower (it still shows up in Lisa Preferences).

10. Dealers don't know enough about MacWorks 3.0. The Apple transmittal sheet tells little enough. But there is a statement that when installed, you can start Mac XL from the hard disk. Nice, but what about those of us still working with a hard disk split between Lisa and Mac? If there is more to be said about 3.0, let's hope the writer grapples with that problem, too.

11. I am generally so satisfied with the 7/7 Office System, and have so many files generated on it, that I am reluctant to to exclusively to Mac. A nice article or two by the author of the only book on the 7/7 System would be worthwhile. It would be useful to include a section on the few bugs remaining and on desirable features for--just one more upgrade.

12. Somehow, Apple or somebody ought to generate a single manual all about Mac XL, so we don't go crazy with the helter-skelter upgrade sheets we've accumulated. Lacking that, a LisaTalk Report column could do this and we eventually would have it all. If you generate the columns by a word processor, upon completion you could sell floppy copies and we'll do our own printouts.

13. Eye on the future: Somebody representing us serious orphans should be watching future developments that *could* tie into our systems. For example, developers of optical memories need to know their equipment ought to be compatible. There seem to be a lot of new printers upstream. Any good ones for us? Etc.

Finally, Lisa and Mac XL need an appreciation, not as machines, *per se*, but as embodiments of concepts that were pretty far out at the time, and still mostly ahead of the pack now. Those of us who practically live with our systems *feel* differently about the way we handle information. We are highly sensitized to what people like Alan Kay, Ponte and others may say about the work they are doing. Sooner or later, our equipment will wear out and we'll be ready for a generation of systems at least as good and maybe giant strides better. What do such visionaries see for us?

Cordially,

Evan Herbert
Management Perspective, Inc.
Tinton Falls, New Jersey

Dear Evan:

Your in-depth proposal for materials and subjects requiring attention are sincerely appreciated. We think you will find that this issue and coming issues of The LisaTalk Report will address your concerns. Without question, your ideas for The LisaTalk Report are among many ideas which we hold similarly. Look forward to detailed discussions and problem-solving information in our next issue, and thank you for your time and valuable input.

Editor

Dear Editor:

I'm a Lisa owner and heavy user. I've recently received your NetWorkers' newsletter, and I've read a colleague's copy of The LisaTalk Report. I'm impressed by your thoughtfulness, the usefulness of your reports, the quality of your work, and your willingness to carry the flag for us Lisa users.

I'd like to respond to your thoughtful perspectives by organizing my own thoughts about the Lisa and the Macintosh for your consideration. I have conflicting feelings, which I'm sure you will detect in what follows. I think the Lisa is an excellent system, and it serves me well, yet it seems inevitable that I will--and should!--convert to a full-time Mac environment. I would like help with planning and timing this conversion and with living with it.

Before I develop these ideas, let me describe my system and the way I use it.

Configuration I have a Lisa 2/10 with the H/88 ROM and 2 Mbytes of RAM (thanks to AST). I run 7/7 under version 3.1 of the Office System. I also run the Videx calendar and Brock's Keystroke database. I use an Apple Imagewriter and a Cannon color inkjet printer.

Applications I am an engineering manager. Typical of the breed, I suppose, my group has too much work and too few people to do it. I constantly interact with others via telephone, electronic mail, letters, meetings, and view graph presentations. I'm always on call to provide project status reports, milestone reports, and lists of the documentation my group produces.

In this environment, I depend on my Lisa for survival. It is located directly in front of me, on my desk (I use a table on the side for paper shuffling and note writing). Four documents are always open on the desktop. Three are the Videx calendar; a list of names, addresses and phone numbers (LisaList); and a phone log (also LisaList). These are in constant use. The fourth open document is a "desktop folder," which provides ready access to a host of project-oriented files, archive files, and to work in progress. Also available from the desktop folder is the Brock Keystroke database, which I use primarily for personnel records. In addition to the four open documents, the desktop also contains stationary pads for the two 7/7 programs I use heavily, LisaWrite and LisaDraw. With these two programs I am able to prepare crisp, accurate "camera ready" documentation in extremely short times.

I've been able to solve the most serious system complaint I have had. It was that the system was just too slow and irksome, particularly when I needed to shunt through multiple open documents while on the telephone. This was solved when I upgraded the initial system from one to two Mbytes of RAM.

Much as I am enamored of the Lisa system and its integrated software, I nevertheless feel it has shortcomings, which I shall try to list:

-There is no reasonable way to backup my files and data. Copying a 10 Mbyte hard disk to floppies periodically is unreasonable, and recovering from incremental backups on floppies is equally unreasonable.

I think that any serious computer system equipped with a hard disk needs either a cartridge tape backup or another hard disk for backup. I'm now exploring adding a 5 Mbyte Profile for backing up my most important information. Another option, if AST would support it for the Lisa, would be their new MicroStor combined 10 Mbyte hard disk and 10 Mbyte cartridge

tape. Until I find a solution, however, I'll continue to keep lots of paper copy in my office as ultimate backup. Needing to do that is sad.

-Speed is still a problem. The computer should work as fast as I do. It doesn't.

-File management is awkward. Why should I have to open a document to print it? When I am working in a file and want to preserve its current contents before modifying it heavily, why is there no "Save As" command? Finally, it's a pain to be forced to depart from normal procedures and perform "Save and Put Away" on updated lists made with LisaList.,

-LisaWrite, which I use heavily to my general satisfaction, needs to be improved if it is ever to reach its potential. Salient problems are its inability to handle footnotes, inability to print truly large characters, and inability to use the LaserWriter. It has many more areas for improvement, which have been documented in the "Semaphore Signal."

-The dictionary is simply wonderful, but I'm dying for the likes of ThinkTank.

-LisaDraw, which I also use heavily and with great satisfaction, needs a true rotation and zoom capability. It also needs the ability to define an area as the compliment of areas it currently defines. I'd also like support for color plotters and the LaserWriter.

-LisaList is another program I use heavily. It seems to want more keyboard control.

-LisaTerminal is a hunk of junk. It is impossibly slow, and when left running in the background, it bogs down the rest of the system. It doesn't perform auto-logons, and it is awkward to use on a direct data network (one that doesn't use modems or need to dial). It has forced me to use a separate terminal for electronic mail function!

-LisaProject, which once was exciting to use, rattled me once when it wouldn't be reasonable about handling the overspecified date information I had available about my project, forcing me to pencil in date ranges. I almost never use it now. I feel it needs more robustness.

-LisaCalc, I think is truly neat and nifty. The only thing I think it really needs is the ability to use moused-in ranges for functions. Also, based on my use of Advanced Visicalc on my Apple][e at home, keystroke macros would be nice, but they are not really necessary for my work.

-LisaGraph seems excellent and extremely flexible, although I almost never use it. No druthers at all for this program.

What I Need

I'd like to be working on a machine for which there is a decent chance that the market place will pay attention to these problems. Even if The NetWorkers could somehow take over the Lisa software, however, I'd expect to find only the most major of these problems attended to, and I don't see how I could ever expect a spectrum of programs represented by the Mac's ThinkTank, Helix, and ThunderScan ever to be available in the Lisa's desktop environment.

On the other hand, as I read about the Mac, I note that the free market has already brought its software up to or beyond the levels I've indicated I want, which can be summed up as "top quality and first rate." Trouble is, the Mac's software is by and large available only as non-integrated, individual programs, although the Switcher is there as the next best thing to integration.

What I'm slowly coming to realize is that I can have top-quality, first rate software (and variety, too), but not with the full integration of the Lisa's desktop. Moreover, now that I think about it, any integrated software package must have a weak link application as measured by the eye of each individual user, and even the best integrated software couldn't possibly provide the variety available with stand-alone programs.

Therefore, as my personal preferences move toward software variety and improved software quality, my objective should be to migrate to the Macintosh environment, and to use my 2 Mbytes of RAM and the Switcher to run the best software, by my lights, of the types that are important to me.

Based on what I know right now, for example, the following list of software would best satisfy "my lights" and address the problems I have with Lisa's 7/7 package:

- Microsoft Word
- (Dictionary: any good suggestions?)
- ThinkTank
- MacDraw, plus MacDraft
- Excel (replacing LisaCalc, Chart, and List)
- (Terminal program: any good suggestions?)
- MacProject

Another program, to replace Keystroke, would probably be Microsoft File. To replace my Videx Calendar, there seem to be plenty of calendar programs, which can even be run as desk accessories. Perhaps an accessory is the answer for the terminal program, too, since several will autodial from a phone number list.

How You Can Help Me (Us)

Now that I know I'll eventually convert to a Macintosh, I know I am going to need a lot of specialized help.

I'll need assurance that the Mac XL system environment is mature and dependable. This adds up to advice on timing.

I would like to have a solid, humane, one-way conversion package (humane means not spending scores of hours doing file-by-file conversions), although I think I could live through a cold-turkey start-up.

I need on-going advice on selecting and combining Macintosh software--advice from people who understand the excellent qualities, and also the shortcomings, of the Lisa's software. This advice is needed for application programs and for desk accessories, which seem to be the Mac's unheralded land of true integration.

I need on-going attention to the Mac XL's residual design problems such as hard disk backup, and to the problems of maintenance and spare part availability.

I hope you are in a position to provide technical and political support in these areas. I believe that my analysis is rather general and that it applies to all Lisa users. A journal-like treatment of my (our) needs would seem reasonable, coupled with behind-the-scenes negotiations with suppliers such as AST for hardware solutions.

I suspect that subscription fees and special service fees could subsidize the work and research you do for us Lisa "orphans," as David Redhed calls us. And when you at last have all us converted, we would remain your most sophisticated consumers of Mac information in general and Mac XL information in particular. And you would have plenty to share with the current Macintosh users, who seem to be waking up and starting to find out what we already know about what computing can be, and who will want and need the sophisticated perspectives you will have developed.

Sincerely,

Sterling L. Levie, Jr.
Holmdel, New Jersey

Dear Sterling:

Thanks for your support of our objectives to offer up-to-date, quality information to Lisa/Mac XL users needing to optimize their computers. Please stay tuned in for potential answers to your Lisa 7/7 concerns. We expect much more feedback

regarding all of the concerns noted within the Users' Mailbox before the next issue (March). Also, readers' comments will be reviewed in greater detail at our next business meeting in order to ensure that not only The LisaTalk Report meets users' needs, but also that we at The NetWorkers will continue to represent users' needs in our many efforts within the Lisa/Mac XL community.

Dear Editor:

This is a supplement to my letter of October 31. In it, I discussed strategic considerations concerning Lisa to MacXL conversion. In this supplement I would like to add some "tactical" concerns I have.

I gather that not all of the Mac's great variety of software is compatible with the Switcher, with Jazz as a case in point. How can I find out whether the software I'd like to use with my Mac XL is compatible (without wasting my money)?

How does one install copy-protected software on the Mac XL's hard disk? Is Copy II Mac the solution to this problem, and is there anything this program won't copy?

To run a maximally friendly system, the use of floppies should be left behind. How can one manage to run copy-protected software without the need for frequent or even occasional use of key disks? Is the use of a key disk needed with programs copied to hard disk using Copy II Mac?

These are typical of the critical questions that I hope you and The NetWorkers can formulate and resolve for the "orphans."

Sincerely,

Sterling L. Levie, Jr.
Holmdel, New Jersey

Dear Sterling:

Yes, Copy II Mac (4.0) is the solution to copying software onto the hard disk. Yes, there are some problems that will not copy Macintosh software on the Mac XL, and we are currently testing these products for review at a later date.

Editor

Dear Editor:

I am a software professional, working for GE in the Philadelphia area. Most of my programming experience is on VAXEN, although I have done some with Apple II's. I bought my Lisa because I believed it was the MOST VERSATILE of the 32-Bit Apple computers. I have LISA Pascal, and I have

USERS' MAILBOX

done some programming on my Lisa.

I would like to purchase Toolkit-32, so that I can bring my own software to the Lisa desktop in a more satisfactory way than QuickPort, which I think leaves a lot to be desired. Along this line, I assume The DeskTop Junction, 712 - 35th Avenue, Seattle, WA 98122, the people who are currently selling Toolkit-32? If not, who? I am also interested in joining the Toolkit-32 Users Group. Can you tell me how to contact them?

If I find that I have developed software which I like a lot, I would consider offering it to the rest of the Lisa user community. I am also interested in possibly working with others within the software community for the Lisa. In other words, I would like to consider myself a (small time/part time) Lisa developer.

I have subscribed to The LisaTalk Report . . . I found that your first issue raised more questions than it answered by far . . . in that respect it was disappointing. But I recognized that this will undoubtedly be an indispensable source of information which could be obtained only with difficulty, if at all, from other sources. I hope that future issues will address as many as possible of the unanswered questions that were raised in the premier issue.

I think that what you at The NetWorkers have done, by picking up the ball where Apple has dropped it, is great . . . and I wish you the best of luck with these efforts. I think we will all benefit.

I am definitely interested in maintaining an interest in, and availability of, parts and service for the Lisa, and I consider myself a potential purchaser of new products for the Lisa . . . Such as additional memory (I'm waiting for RamStak's price to drop . . . because it appears that I'll have to discard an Apple board I paid a lot for); a Mac sound board for one of the expansion slots, that would give the Lisa true MAC sound compatibility; (The idea of a 68020 co-processing board is very interesting . . . I wonder if they are actually working on it); additional HDisk storage, (which, if any, of the MAC drives being advertised can be used with Lisa software . . . it sure would be nice if an IOMEGA Bernoulli cartridge drive were available for the Lisa); and a fast tape backup system comes to mind, (but a Bernoulli cartridge drive would make that unnecessary).

When it comes to the efforts to refine/optimize 7/7, I have several suggestions which I gave Apple (but which I'm sure they are doing nothing with) and a question.

The question first: Who, if anybody, is working on 7/7 software? If no one is working on it, I wonder if it might not be possible to get Apple to release the source, so other

developers, or users could, if they were so inclined.

The suggestions for 7/7 refinement/optimization:

For all 7/7 software: It would be nice to have a "Quit, No Save" option in the file/print menu which would enable one to look at a document without having to wait for it to be written when one was finished looking.

LisaWrite: I would like to be able to read an save text only files. It would be nice to be able to save a document as a named text file that is visible in Workshop environment. I have written software that I currently have running under Quickport, that will create and write Workshop files, and will display Workshop files on the screen. But with Quickport it is UNGODLY SLOW (300 baud?) when one is pasting into it. This is one of my personal tools I would like to fully integrate with Toolkit, but it would be pointless if the above LisaWrite suggestions where implemented.

LisaTerminal: I want to be able to write incoming data directly to a text or LisaWrite file, and send (paste) information directly from a text or LisaWrite file. This would save Cut/Paste time, and would eliminate the limitation on the amount of data that can be received. (LisaTerminal goes bonkers, and loses data without warning when too much information is received at once, but as a user, you aren't aware of it until you discover that you cut from terminal and paste, to write for instance, has failed and you cannot re-open the terminal document.

LisaCalc: **Mean Bug Bite:** When you close a LisaCalc document by double-clicking on the ICON at the top of the document window, it OFTEN CRASHES . . . the whole desktop OS . . . losing everything you added. (The work around is to select **save and continue** from the File/Print menu, then **save**, but this is annoying.) It would be real nice if LisaCalc had the ability to access cells on OTHER spreadsheets.

Can you tell me if there is already a LISA users group in the Philadelphia area? If not, I would be interested in forming one.

Sorry, if this letter has seemed a bit rambling. I wanted to give you some additional feedback and encouragement, and ask the above questions. With many thanks for your time, I am

Sincerely yours,

Lincoln A. Baxter
Philadelphia, Pennsylvania

Dear Lincoln:

Toolkit-32 is a product of Apple Computer Corporation. For

more information about Toolkit-32, read David Redhed's article, "From Toolkit to MacAPP," in this issue, and/or contact David C/O the Desktop Junction, at the address you mentioned above--David is the president.

In response to your question regarding which, if any, Mac drives available can be used with Lisa software, the Priam Data Tower supports the Lisa. Also, unfortunate, but true, no one is working on 7/7 software, and we have it on good authority that Apple is in no way interested in releasing the specs. for Lisa 7/7. Thanks for your input.

Editor

Dear Editor:

I have read the transcript of "The LisaTalk Forum," and found it to be very informative and educational. I am glad to know that someone is finally paying attention to the people who own and use Lisa's. It is heartening to see that these people are not going to let Apple or other computer types ignore the hardware that really started the "user friendly" environment, from which all other machines are trying, repeat trying to emulate. If it wasn't for Lisa, Macintosh would not have been conceived. It is really sad that Apple let this excellent machine die like it did. Everyone was raving about the Macintosh, and forgetting about Lisa, which started the revolution.

I could have waited for the "Mac," but I saw what this machine (Lisa) is capable of and was very impressed. This is especially true as it has the Office System 7/7 software. Mac may get ones that are slicker, but are they integrated together like 7/7? The first time I saw a Lisa was when I when over to the apartment of a friend of mine, who works at Apple. He showed me what he was working on at the time, a new computer called Lisa. There it was sitting on the table, a Lisa 1 with a 5MB hard disk sitting on top of it. When he turned it on and showed me how easy it was to use, I was really impressed! He demonstrated it to me with what software it had at the time, which wasn't very much. He said that they were still working on some of them. It had a new look on the screen, no cursor, but Icons, Windows, the Desktop, etc. I couldn't believe how easy it was to use with a pointing device called a mouse. Once he let me try my hand at computer, I knew that if I was to get into computing, this was my opportunity.

When the opportunity to actually purchase a Lisa came, I went for it. When I started reading magazines on computing, articles on Lisa were hard to come by and the ones that I did come across were either good, or they said to wait for the Mac. That's when I started reading and hearing conflicting reports as to the status of Lisa. When Apple re-introduced the Lisa as the Lisa 2, it became apparent that Lisa was going to share something with the Macintosh, but it was more than just the disk drive that

were common between them. it was proposed to share software together somehow. This is put together from memory, so if some or all of it is in error, please correct me.

I believe that Apple's marketing department should take some, if not all, of the blame for not being able to sell a fine piece of hardware. Was their strategy and/or outlook on the market place in error, or the cost of the hardware exceeded most companies' budget for personal computers; my guess is that it was probably a little of both. \$10,000 is as bit much for a PC. By the time the price started to come down, the Mac was on its way to introduction and the Lisa was being put into the background more and more; until finally, it re-surfaced as the Mac XL and its price was lowered. It then became to be even a better deal than the Mac itself. (Especially as far as expandability and screen size where concerned, plus it had a 10MB hard disk built in.) It's a steal as compared to before.

It's too bad that Apple let it drop like it did, and concentrated on the Mac and Apple II series. Of course, one has to be realistic about the situation and see that there are bills to be paid and products to sell, so if it's not selling, you have to do something about it. Dropping the line doesn't do it, however, 'cause it makes people angry. The same thing happened to the Apple III.

As for myself, I'm happy with my Lisa 2. I know that software is becoming harder to locate, and when I ask for software for Lisa, I always get a funny look, like, "Why are you sticking with an old computer?" Until something as good or better comes along, I'm sticking with my trusty Lisa 2. As far as migration packages are concerned, I'm going to wait and see. I haven't read or heard enough on it to be sure I would want to do it. Besides, I like the screen size of the Lisa as compared to the Mac.

If I needed to use Mac software, I would purchase a Mac and avoid the headaches presented with migration. Lisa will do me just fine for now. I'm looking into more hardware, such as another "profile," the 10MB variety, and possibly RAM expansion of up to 2MB.

I may also check into rev. 3.1 of 7/7 software. I'll have to read more on it before I make a decision. I'm just wondering if it is worth it? I have subscribed to magazines that have anything to do with Lisa, and so far I have been pretty-well informed as to what is happening concerning the computer.

I hope that you will keep the Lisa users abreast of what is going on with their computers. Let me thank you for allowing me to air my thoughts and letting me use this opportunity to use this letter as a sounding board. I hope that my thoughts are the same, or at least similar to other people who have written in.

That's about all I have to say at this time, and I'm glad that I

USERS' MAILBOX

sent for a copy of The LisaTalk Report. Thank you again, and keep up the good work. It is gratifying to see someone is holding the torch aloft for Lisa.

Sincerely yours,

Thomas Wong

Dear Thomas:

We thank you for your discussion of your experiences in becoming acquainted with and "courting" the Lisa. We're sure others will value your opinions and welcome the opportunity to remember the bittersweet romance surrounding their purchases of the revolutionary Lisa computer.

Dear Editor:

I've just received a sample of The LisaTalk Report. It is very informative and gives me hope that my Lisa can go on.

I own a Lisa 2/5 which has 7/7, Pascal Workshop and Toolkit. It also is running Unix System V. My first wish is to find a hard disk of 25 Meg or larger that will support both operating systems and has a capability for a magnetic, removeable cassette 1/4" tape for disk backup and input.

Several people in the sample I received asked about a device to

change the pixel ratio of Lisa to Mac and back again. A company called Lisa Vision makes the device. I have been using it for about four months now, and it works fine.

As an added note, I have just received a note from Apple regarding the availability of Lisa C Workshop.

If the reason Thunderscan will not work on Lisa is because of the difference of voltage on the output ports, I'd like to get more information about this and see if I could make an interface to correct it. A digitizing device like Thunderscan would be a valuable input device. Also, more information concerning the different ROM's for Lisa would be appreciated. Thank you for your time and service.

Yours Truly,

Michael D. Seus
WPAFB, Ohio

Dear Michael:

In response to your desire for a hard disk of 25 MB or more, we suggest you call the the support people of the company where you got the Unix system (was it Unipress or Uniplus?) and ask them if the Priam Data Tower will support their product. Thank you for your other contributions.

Editor



USER'S CORNER

N_{ew} **Y**_{ork} **M**_{acintosh} **U**_{ers} **G**_{roup} **LISA / XL** **S**_{pecial} **I**_{nterest} **G**_{roup}

New York, New Jersey and Connecticut Lisa/XL Owners.....
JOIN the Lisa/XL SIG of the New York Macintosh Users Group

We meet monthly in Manhattan to review, discuss, and share ideas and
information..... Call Sam Neulinger, Chairperson at (718) 746-8220

Peninsula Lisa Users Group

Meeting at Computer Connection, 214 California St.
San Francisco, CA 94111 - Salesman Contact: Tom Barnum

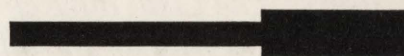
Members are Lisa and MacXL business users.

Membership Dues: Regular (Receive both notes & notices) \$22.00
Associate member (Receive notes only) \$18.00
Notices only member (Reduced Lisatalk rates do not apply) \$6.00

Contact Joan Dickey, PLUG for membership application
c/o DIQ DOC, P.O. Box 626, Moss Beach, CA 94038 (415) 728-5462

Meetings are held on the second Wednesday of
the month, meeting starts at 6:15, program at 6:45 pm.

For a free one-third page
ad and Lisa/Mac XL
User's Group Certificate,
contact Lewis Guice at
(415) 258-9152



San Diego Mac XL-
Lisa SIG

Meetings held first Wednesday of month
UCSD Basic Science Bldg.

Rm. 2000

6 p.m.

or call: Keith Adair-(619) 453-0616

TUG Marches On

The ToolKit Users' Group is moving from a dedicated support of the Lisa ToolKit to an involvement with all aspects of object-oriented programming. Initially

TUG will be focusing on MacApp and the Smalltalk which Apple has made available for the Macintosh. Early in 1986 Professor Overrider's Almanac (the TUG newsletter) will have an article by Kurt Schmucker explaining how to convert your ToolKit applications to MacApp.

If you are interested in developing software with these tools of the future, and you would like to associate with others moving in the same direction, you can write for more information to

The ToolKit Users' Group, 712 35th Ave., Seattle, WA 98122

The LisaTalk Report

Optimizing Your Lisa/Mac XL

The Only Publication Exclusively Dedicated To
The Lisa/Mac XL

- Extensive Reviews • Quality Information •
- End User Support •

The LisaTalk Report is the only publication in the world totally dedicated to the needs of Lisa/Mac XL users. The LisaTalk Report is a journal committed to providing Lisa/Mac XL users around the world with all the information available about optimizing their computer system(s). In addition to providing valuable information, The LisaTalk Report has convinced "third party developers" to continue developing and supporting the now orphaned Lisa/Mac XL computer system. Take advantage of this unique publication and these established channels of support NOW!!!

Read what present subscribers have written to us:

"I was delighted to receive your newsletter. I have been rather frustrated in my attempts to find hardware and software to further expand my Lisa/Mac XL. I am glad to hear that there are others like me."

Edina, Minnesota

"Your recent letter describing efforts to preserve one of the most useful micro-computer systems ever designed was a relief, and generated some hope that users may have some opportunity to exploit the systems they have."

Roswell, Georgia

"To the consulting service I've been waiting for, I applaud the support and interest The NetWorkers are offering to Lisa/Mac XL users. In this region of the United States most people do not even know there ever was a LISA, let alone provide software or information on software for the Lisa/Mac XL."

"I am extremely interested in purchasing a Lisa/Mac XL update package and various products you or third-party vendors have to offer. I agree there is a need for quality alternative support. LisaTalk conferences and a newsletter sound great, also."

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REVIEW OF BITFIXER™

- Macintosh/XL Aspect Ratio Switch

By Joan D. Dickey

I am an avid Lisa User, and my migration to the Mac environment has been slow in progressing; however, since it is inevitable that I will perform certain work in the Mac environment if I am to survive in the marketplace, I have been starting any new projects in Mac's World. Since I am not a trained graphics person and therefore not considered adept at creating my own graphics, I was chosen to review the BitFixer™ from the standpoint of the non-commercial artist.

We set up an appointment for the installation, and Larry Goldman, President of All Star Computers of San Francisco, arrived at my office at the designated hour and proceeded to install my BitFixer™. Larry is very competent with his soldering iron and it didn't take him long to start taking my Lisa apart. Because my computer is a real Lisa (not a MacXL), he had to do an additional adjustment on the "LisaWorld" side of the system, and then we were ready to try using the BitFixer™. In the process he also managed to straighten out the slight tilt that had been on my Lisa screen since its purchase. It took a little more than an hour for him to complete the installation and test the results to make sure everything was functioning properly.

Up until now I must admit that I only heard the many complaints from our PLUG membership about the aspect ratio and the difficulties users were having adjusting to the difference in what is seen on the screen from what is actually being printed out-- and I really didn't understand the complaint. Now that I have been able to see the difference in the Macintosh screen setting for true aspect ratio versus just using the Lisa screen, I know why they were complaining!

Once the BitFixer™ was installed, I decided to try my hand at some graphics. It probably wasn't anything anyone else would write home about, but for me it was more than I had attempted previously. I began by saving some screen dumps of some MacPaint documents to file (by using Shift-Control plus 3) so that I would have some graphics to play with. I then proceeded to "clean up" my screen dumps so that only the part of the picture I wanted to use was left. I feel that I had much more

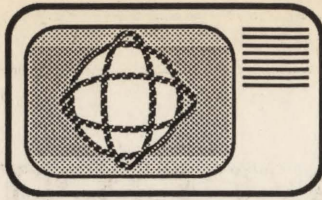
control over MacPaint using the BitFixer™ than when I was just using the regular Lisa screen. I found it was easier for me to make any changes on the existing screens while using BitFixer™. As a result of this new power, I was able to create a whole series of graphics to illustrate a user manual--something I would never have attempted without the added confidence which the BitFixer™ gave me in using graphics on my Lisa/5-MacXL system.

While most people are concerned with the aspect ratio in connection with their graphics, I was also curious about the effect of the BitFixer™ on my word processing documents. I had just finished a lengthy piece of work that had been very difficult to proofread on the screen because it was in the Helvetica typestyle--the characters were straight up and down without any serified edges to give it extra space so that I often missed errors. Well, I can testify to one and all that the BitFixer™ does more than help people working with graphics--it also makes text easier to proofread, because it looks more like what you get on a Mac-sized screen. The characters are smaller and rounder, and much easier to read.

I would recommend BitFixer™ to anyone who wants to work with both Lisa and Mac programs. It allows us to use Macintosh programs without sacrificing the regular Lisa screen when we want or need it (and when you get tired of seeing your screen one size, you can easily flip the switch and use the other for a change of pace).



Joan D. Dickey is the Data Management Chief for The NetWorkers, and one of several key consultants specializing in Omnis3 database management systems for small- and mid-size businesses. Joan also operates her own word processing firm and is an executive assistant to the President of South City Lumber and Eureka Management. As President of the Peninsula Lisa Users Group, Joan organizes special presentations and product demonstrations for PLUG's meetings, held at Computer Connection of San Francisco, California., on the second Wednesday of each month.



TM

BitFixer

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Suggested Retail Price: \$95. (Installation is required and may cost extra.)

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San Francisco, CA 94114
(415) 282-0540

Dealer inquiries welcome.

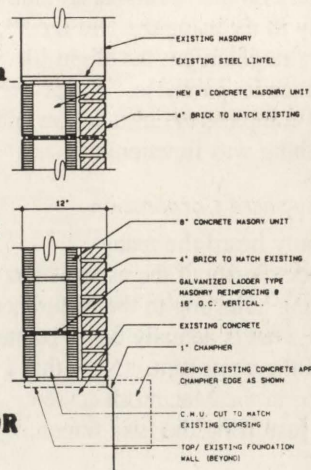
01-85-15

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LISA'S LATEST

*B*eginning with this issue, *Lisa's Latest* will be a regular column featuring press releases, news breaks and other important announcements contributed by readers and associates.

Apple Task Force

Contributed By Roxane M. Schwabe, Associate Editor

Apple Computer Corporation has assigned a task force whose goals and objectives are to develop and propose strategies to better serve the company's existing Lisa/Mac XL user base. The task force is comprised of various representatives of Apple's many internal support departments, from technical support to marketing. Lewis Guice, President of The NetWorkers, was invited to consult with the task force on the findings developed through the various user polls which The NetWorkers has conducted in the past. The NetWorkers has received over 3,500 subscriptions, and it was felt that the sample was significantly representative of the average Lisa/Mac XL user. The NetWorkers is confident in stating that Apple maintains a sincere concern for The Lisa/Mac XL user and that users will be hearing from them soon on fixes and upgrades. We will keep you informed on future findings and developments.

New Fix To Hard Disk Failure

Contributed by David Baasch, Infosphere Corporation

A new fix to the lost hard disk problem has been discovered. If you suffer a system failure in MacWorks and the black, frowning Mac face appears, do the following:

- 1) Reset your Lisa/Mac XL.
- 2) After you hear the second "click," press both the OPTION and APPLE keys simultaneously.
- 3) When the flashing DISK and QUESTION MARK appear, insert your MacWorks System Disk.
- 4) When you are at the DESKTOP and your hard disk does not appear, double-click HARD DISK INSTALL.
- 5) When you are prompted to either INITIALIZE, UPDATE MACWORKS, or QUIT, again, hold down the OPTION and APPLE keys and select QUIT.

6) When you are back at the DESKTOP, your hard disk should reappear.

7) Replace the hard disk SYSTEM FOLDER with your MacWorks System Disk SYSTEM FOLDER.

8) Back up all of your data and re-install MacWorks using Hard Disk Install. REMEMBER: AFTER YOU HAVE BACKED UP YOUR DATA, INITIALIZE AND RE-INSTALL MACWORKS.

About Apple's Screen Kit

Contributed by Patricia Dines, Complete Computer Solutions

If you have already installed Apple's Screen Kit and you have Lisa files that you need to move to the Mac format, you'll need to work with a non-converted Lisa. Either try to get any parts removed in the conversion and see if the installation can be reversed, or use another Lisa.

If you have not installed Apple's Screen Kit, you might consider purchasing the Bit-Fixer (by All Star Computers) instead. The Bit-Fixer not only fixes the screen aspect ratio without affecting the internal chips, it also offers a switch for switching back and forth between Mac and Lisa screen ratios (unlike Apple's Screen Kit).

If you plan to install Apple's Screen Kit, it is recommended that you have all files converted before installing the Kit, and consider this a permanent leaving of the Lisa environment. It is also advisable that you request that the dealer give you all parts removed from your Lisa in the conversion--just in case.

OFFICIAL MIGRATION RELEASE

Contributed by Steven Smith, Manager

Accounts Management

Apple Computer Corporation

As stated in documentation sent to all salespeople and authorized Apple dealerships, Apple's official release of the migration package, as well as packages combining Lotus Jazz with the migration program, and Microsoft programs with the migration program, are now available to Lisa 7/7 owners through dealers.

- 1) The Official Migration Program includes three disks and 1

manual; there are two Lisa Install Disks, and the third disk is the Mac applications disk with conversion utility. List price is \$30.

2) The Lotus Jazz + Migration kit includes the Migration Program as described above, plus Jazz, and the list price is \$450.

3) The Microsoft + Migration kit includes the Migration Program as described above, plus Microsoft Word, Microsoft File, Microsoft's Excel and MacTerminal. List price is \$450.

The migration program permits LisaWrite and LisaDraw files to be converted into MacWrite or Word. LisaCalc files can be converted to Jazz and Microsoft Excel (although it is said that there are some as to how this can be done).

LisaList and LisaGraph files can be cut and paste into LisaCalc, LisaWrite and LisaDraw. Once converted using the utilities, these files can then be converted into Jazz or Microsoft Word.

All 7/7 owners need to do to receive one of these packages is take their Systems Disk 2, along with their check or money order for the appropriate amount, to their dealer, who in turn has an order form to be filled out by the user. The dealer can then forward the disk, check or money order, and order form to Apple. This offer is effective December 1, 1985, through May 31, 1986.

ATTENTION:

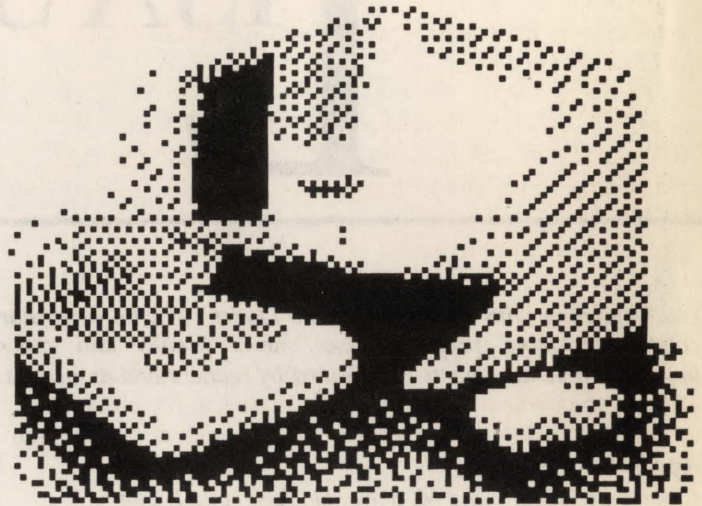
APPLE COMPUTER HAS REQUESTED THAT THE USER TURN IN THEIR LISA OFFICE SYSTEM DISKETTE 2 IN ORDER TO RECEIVE THEIR MIGRATION PACKAGE. IF YOU WISH TO KEEP A COPY OF THE LISA OFFICE SYSTEM DISKETTE 2, IT CAN BE COPIED. TO COPY: WHEN IN THE LISA DESKTOP, INSERT OFFICE DISKETTE 2 INTO THE INTERNAL DISK DRIVE; SELECT THE DISKETTE ICON AND THEN PRESS "APPLE" "D" OR SELECT "DUPLICATE." THIS WILL ENVOKE AN INTERNAL COPY ROUTINE WHICH WILL PROMPT YOU THROUGH THE PROCESS. COPY II MAC BIT COPY WILL ALSO WORK IF YOU HAVE A MACINTOSH.

The LisaTalk Report will be reviewing Jazz, Excel and provide more information on the official migration release in coming issues.

THE INTERNATIONAL LISA/MAC XL TASK FORCE (ILMTF)

Contributed by Lewis Guice, Editor

The NetWorkers, in cooperation with major developers, support firms and media companies, are establishing an association



whose goals and objectives are to develop and implement strategies to better service and support the Lisa/Mac XL community. In addition, the ILMTF will be discussing ways to develop products that will keep the Lisa/Mac XL technologically parallel with future Macintosh updates, both in the areas of hardware and software. Companies who have been invited to participate are:

All Star Computers
Apple Computer, Incorporated
AST Research
Dafax Corporation
Infosphere Corporation
The MACazine
Micro Systems Designs
Open Systems
Santa Cruz Operations
Sun Data

ILMTF will be meeting in January at The NetWorkers' Burlingame, California office. If you would like to submit input to the task force, please send letters to:

The International Lisa/Mac XL Task Force
C/O NetWorkers Central
21 Canyon Road
San Anselmo, CA 94960



THE NETWORKERS MEETS WITH JOHN SCULLEY

*Contributed by Roxane M. Schwabe, Associate Editor
The LisaTalk Report*

Cupertino, California, December 16, 1985--Members of The NetWorkers' staff and publishers of "The LisaTalk Report," Lewis Guice, John Zimmerman and Joe Shaw, today met briefly with Mr. John Sculley, President and CEO of Apple Computer Corporation, and his Technical Advisor, Mr. Joe Hutsko, to discuss present and ongoing support regarding Apple's Lisa/Mac XL computer. During the meeting, Mr. Guice presented a written proposal to Mr. Sculley regarding the service and support needs of the Lisa/Mac XL community, including information provided by thousands of Lisa/Mac XL users who have responded to The NetWorkers by letter, phone and through The NetWorkers' surveys.

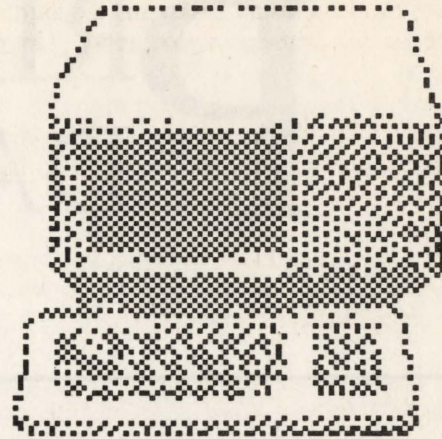
Issues discussed in detail within The NetWorkers' proposal to Mr. Sculley included present software and hardware bugs in the Lisa/Mac XL which require immediate attention and resolution by Apple Computer. Also addressed were issues concerning ongoing support and product development by third-party developers to keep the Lisa/Mac XL contemporary with future Macintosh System updates, as recommended by third-party developers including AST Research, Inc., Dafax Corporation and Infosphere Corporation.

Said Lewis Guice, "Mr. Hutsko and Mr. Sculley were enthusiastically responsive to The NetWorkers' motives and suggestions, and the wheels began to turn immediately. We have come to find that Apple Computer has a strong, genuine concern for those customers who purchased Apple's Lisa/Mac XL, and we are convinced that Apple is going to speed things up in terms of implementing necessary support alternatives."

MACWORKS 3.0 MULTIPLE DRIVE ACCESS

*Contributed by Lewis Guice, Editor
The LisaTalk Report*

The NetWorkers has received a pre-release version of 2-Port Disk Install, a program which allows MacWorks to access multiple hard disk drives via the Lisa Parallel 2 Port Board. 2PDI is an Apple product which can be installed with existing MacWorks 3.0 configurations. Mr. Rob Graner, contributing editor to The LisaTalk Report, will be reviewing this product along with the final release of the Apple Migration Program, and the results will be published in the SPRING issue of The LisaTalk Report.



TWIGGY UPDATING SERVICE

*Contributed by Lewis Guice, Editor
The LisaTalk Report*

It has come to our attention that there are a significant number of Lisa/Mac XL users out there who still have critical data on the original 5-1/4 inch "Twiggys" diskettes and wish to have their data printed out. If anyone still has the original Lisa 1 configurations, this could be a service opportunity for you. If you still own a Lisa 1 and are willing to transfer information from the "twiggys" to the 3 1/2 inch Lisa 2/Mac XL diskette as a service, please contact The NetWorkers at (415) 258-9152.

SCRAPBOOK PROBLEM

*Contributed by Lewis Guice, Editor
The LisaTalk Report*

Some of you who ordered the Pre-Release Migration Package which included the Scrapbook feature (which allows you to transfer Mac data into the Lisa Environment) have run into difficulties either duplicating the Scrapbook Icon or simply moving it over to the hard disk. Following are instructions to remedy this problem:

- 1) Insert the Migration Program into the internal disk drive.
- 2) Click on the Migration Program diskette icon to select it.
- 3) Select "Repair Disk" under the "Housekeeping Menu."
- 4) After the Lisa completes the repair disk process, the original Migration and
Scrapbook Icons will appear. In addition, two "Stationary Pad" icons will appear.
- 5) Trash the two "Stationary Pad" icons from the Migration diskette and empty the trash.
- 6) At this time, you will be able to Duplicate both the Migration and Scrapbook icons
and move them to the hard disk.



PRIAM DATA TOWER

by Fred Reitberger

The Priam Data Tower is an 86 megabyte, 8" hard disk system for the Lisa, complete with a built-in streaming tape back-up system. It has a retail price around \$8,000. Priam can be used on the MaXL as a Lisa drive; however, Priam cannot be used under the Macintosh Operating System, and you cannot use Priam if you have Apple's Screen Kit. Like most manufacturers of hard disks, Priam gives the unformatted size of the system, 86 megabytes. After it is formatted (it's impossible to use unformatted) you will have about 72.6 megabytes of storage for your Lisa. The tape backup will accept a 40 megabyte tape. Therefore, you need two of them to back up the entire disk.

Installation is a snap. Simply open the back of the Lisa, slide in an interface card, and replace the back. A single connector cable fastens to the interface card and then to the Data Tower. Plug in the Tower's power cord, turn it on, and you're ready to start. The ends of the connector cable have different-sized plugs and cannot be put on incorrectly.

At this point you need to decide if the Tower will be the start-up drive or a data drive. If you decide that it will be the start-up drive, you must format it and install the 7/7 Office System by using the Office System diskettes as described in the Lisa Owner's Manual. If you want it to be a data drive, you then start-up the Office System and open Preferences. Under "Connect Devices" choose the slot you put the interface card in. A choice for the Priam is available. Select it. Three connectors will appear: Upper, Lower, and Middle. Don't be confused. All connectors are included in the one cable. The only connectors in Preferences that have choices are the upper and lower. When you select them, you will get the option of "Nothing Connected," or, for the Upper, the Archive Tape or the Lower, you will get the option of "Priam Disk." First select the drive. Then select the tape and close Preferences, then turn off the Lisa. The next time you start up the Lisa, a message will appear saying, "The Priam hard disk is not in the standard Lisa Office System format." Select "Initialize" and after about 20 minutes a new Tower icon will appear on the desktop.

Now relax and feel safe in knowing that even if you typed all day long, you would still have room to store that great American Novel! In fact, you will have 141,910 blocks of storage! Not only do you have the room you've been hoping for, but many operations are now faster. Opening and closing documents is about 10% faster, and the preparation of the dictionary takes a speedy 6 seconds compared to the profile's 14 seconds!

All operations for the Data Tower are the same as for any other drive. Simply click and drag, etc. Aside from the Mac Migration Tools and Omnis3, every software package I tried worked like a champ. Both the Mac Migration Tools and Omnis3 expect to work on the internal hard disk and, therefore, are incompatible with the Data Tower.

To back-up the Tower, simply select and duplicate the Tower icon. You will be asked if you want to restore or back-up the drive. Backing-up takes about 20 minutes and two tapes. The tapes are about \$35 each, so I only keep one set of back-ups. Two bugs will rear their heads if you select restore. The first bug is that the dialog boxes for restoring begin by using the back-up dialogs. You will be warned that the tapes will be erased even though you know that you selected restore. The tapes will not be erased. The other bug is that you will have backed up a system that was in the middle of operating. In other words, the Office System will go crazy after the restoration and insist that the Tower is damaged due to a power loss and needs repair. In fact, I have found it useful to restore from the Office System 1 disk simply because, after restoring, I need to repair the disk anyway!

The restore bugs are not the only problems with this drive. I suppose that somewhere in this great land of ours is an office with plenty of room beside the desk. But, in my office, making room for the freestanding (read that as BIG) Tower took a little pushing and shoving of the office furniture. It doesn't take up all that much space, but it has to be next to the desk with the Lisa. The connector cable is about six feet long so I can't put it

in the other room as I'd like. You see, it is loud! It has a cooling fan and an eight-inch hard drive that reminds me of the winding up of a generator. I don't have a sound meter, but I rate it as about half the noise level of my four-year-old son. Not enough to drive me crazy, but almost. If you like to work in a quiet environment, don't get this drive. Lastly, it doesn't support MacWorks. The problem isn't really Priam's. Apple wrote MacWorks to be dedicated to the internal hard disk, so even Apple profiles on a two-port card have the same problem. But it would have been nice to have a shared Tower!

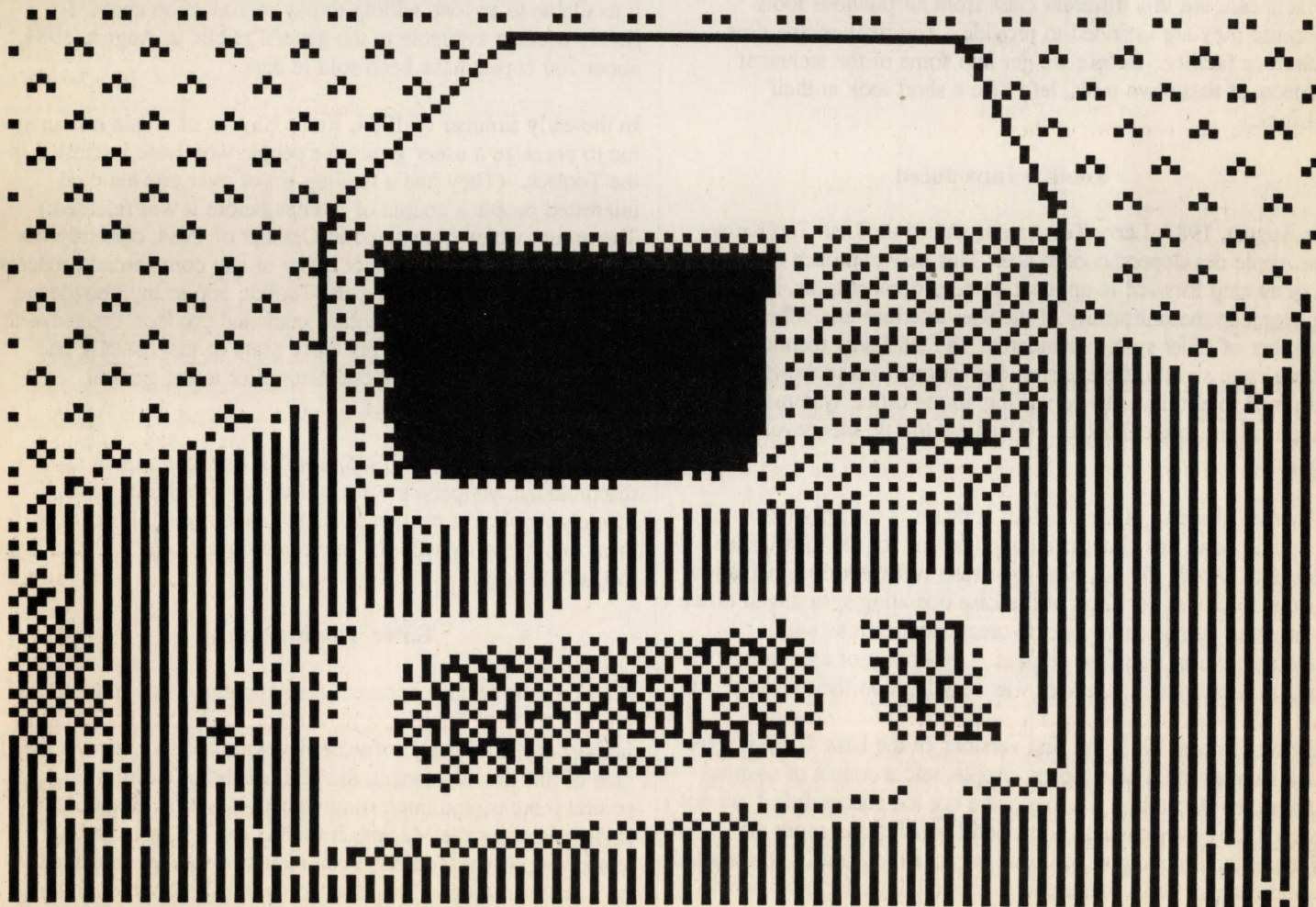
Conclusion:

I find that the trade-offs of speed, noise, and incompatible MacWorks on one hand and plenty of space and speed on the other hand are worthwhile. I formatted my internal disk as all MacWorks and the Priam Data Tower as Office System. I feel that I have the best of two computers here and I'm satisfied.

(For more information on Priam's Data Tower, write to: Priam, 20 W. Montague, San Jose, CA 95134, or call (408) 946-4600.)



Fred Reitberger has been involved with micros for the past eight years. Fred first became interested in micros during his four-year career as a Space Systems Officer with the U.S. Government and was involved in the automation of its training facilities. Fred has served as director of technical services in a variety of companies, including a two-year position as Director of the Lisa Hotline contracted to Intersol Corporation of Braintree, Massachusetts, for Apple Computer, Inc. Fred is now an independent, private consultant for large medical firms and private businesses. Fred will also be providing answers to subscribers' questions in future issues of "The LisaTalk Report."



DEVELOPERS' CORNER:

FROM THE TOOLKIT
TO MACAPP*by David D. Redhed*

As most developers know, Apple has created major development tools for their computers in an effort to support and encourage third-party developers. These tools have become more and more sophisticated as Apple has progressed from the II to the III to the Lisa and now the Mac. The ToolKit, a Lisa development tool, and MacApp, its counterpart on the Macintosh, are in a different class from all previous tools because they are intended to provide a comprehensive user interface facility. Before we get into some of the technical aspects of these two tools, let's take a short look at their history.

ToolKit Introduced

In August, 1983, Larry Tessler introduced the Lisa ToolKit at an Apple developers' conference. This new approach represented a giant step forward in application development tools, since it guaranteed the uniformity of the user interface and adherence to a number of other system standards. In fact, Larry mentioned that there were small differences in the various Lisa tools which they planned to eliminate by re-writing all the office system applications in the ToolKit. (Needless to say, this never took place.)

Another property of the ToolKit is that it is the only means of creating new, fully integrated applications for the Lisa Office System. Apple did not plan to release sufficient documentation about the inner workings of the Lisa operating system and office system to permit developers to create applications with alternative user interface designs. Uniformity of user interface and general system behavior was very high on their priority list.

By November, 1983, the first versions of the Lisa ToolKit were available to some developers. Apple held a couple of training classes in December, but they were not too successful. I am not sure if they ever came to some solid conclusions about the failure, but a good part of it was because the ToolKit represented a radical change in development methodology for most people. In early 1984, Apple continued to struggle with how to get developers tuned into the ToolKit. The class I wanted to attend

was cancelled and I was told that I could come down for a few days and work on some problems while their technical people would be on call to help me over some of the hard spots. I was close to scheduling this trip in April, 1984, when I and other developers were notified that ToolKit support was being dropped. Apple said that they would finish its development, but it would not be a supported product. They would simply make it available to anyone willing to pay reproduction costs. It finally became available to the general public in August, 1984, about 200 copies have been sold to date.

In the early summer of 1984, Barry Haynes of Apple encouraged me to organize a users' group for people who were interested in the ToolKit. (They had a mailing list of over one hundred interested people a couple of months before it was released.) The group, which got started in October of 1984, currently has about 130 members. I do not know of any commercial products produced by members using the Toolkit, and to my knowledge, only Videx and CompuGraphics marketed products created with the ToolKit. (They were very early users of the ToolKit, and their products were nearly complete prior to the general availability of the ToolKit.)

In the second quarter of 1985, ToolKit distribution was discontinued, yet people were still trying to order it. Just recently Apple has made it available once again, but it is not clear to me exactly who the interested buyers can be at this stage in Lisa's history.

Enter The Macintosh

As soon as it became apparent that Apple was not going to support the Lisa ToolKit, it meant that Apple was not going to support any third party software development on Lisa. At the time of that announcement, the Macintosh had been selling for several months, and interestingly enough, the development environment for the Macintosh (called the Toolbox) had no relationship to the ToolKit, even though it was implemented in the Lisa Workshop. The Mac Toolbox is a very conventional approach to development tools even though the Macintosh user

interface was highly unconventional (being very similar to the Lisa user interface). The Toolbox was generally available by the spring of 1983.

When asked, the technical folks at Apple would steadfastly maintain that the object-oriented approach of the Lisa ToolKit was their long-term direction and that there would be a ToolKit-like facility for Macintosh some day. The first version of such a tool was available in the Spring of 1985 and is called the Macintosh Expandable Application, or MacApp.

MacApp is still in alpha test with version 0.3, and a version for general release will probably not be available until the summer of 1986. Those who have purchased the Lisa Workshop Supplement for Macintosh development have been informed of the status of MacApp. To test the early versions of MacApp, Apple has been working with a number of developers who have been willing to orient their development of commercial products towards the use of MacApp.

What's Different About The ToolKit And MacApp?

Before discussing the specific differences between the ToolKit and MacApp, let's examine the nature of various development tools. My experiences have uncovered the following three approaches to software development:

- (1) Do it all from scratch with nothing but an operating system and assemblers, compilers, etc.
- (2) Use a vendor-supplied set of basic building blocks to aid your development and let these provide some commonality of approach to a number of design decisions.
- (3) Work within an extensive, highly structured development environment which supplies an entire application skeleton on which you hang the meat of application-specific functions.

In the early days of microcomputers, everyone used method (1) because there was no choice. But very quickly we learned to use existing elements of code to get some extra leverage. One of the best examples of this was the way people began to document and use the Monitor and AppleSoft entry points in the Apple II.

Somewhat later on, some more elaborate development systems showed up, like the various UCSD Pascal products. But all of these were variations on the same theme. In fact, methods (1) and (2) are not really different in kind, but only in the degree to which the developer has to create the building blocks. How the building blocks are put together and sequenced in any given application is totally dependent on the design decisions of the developer.

Certainly Apple's first radical departure from method (2) into method (3) came with the Lisa ToolKit. To contrast the

change, Figure 1 illustrates the workings of most programs developed with methods (1) and (2). By contrast, a program developed using the Lisa ToolKit or MacApp will have the structure shown in Figure 2.

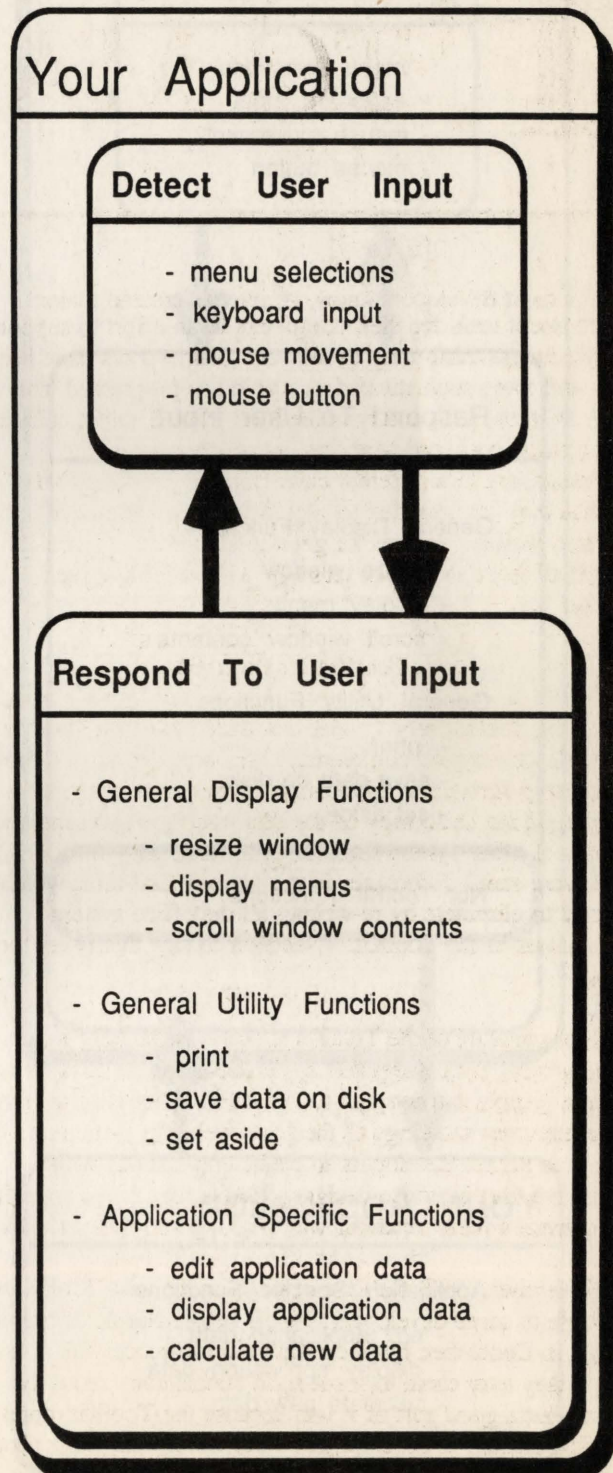


Figure 1

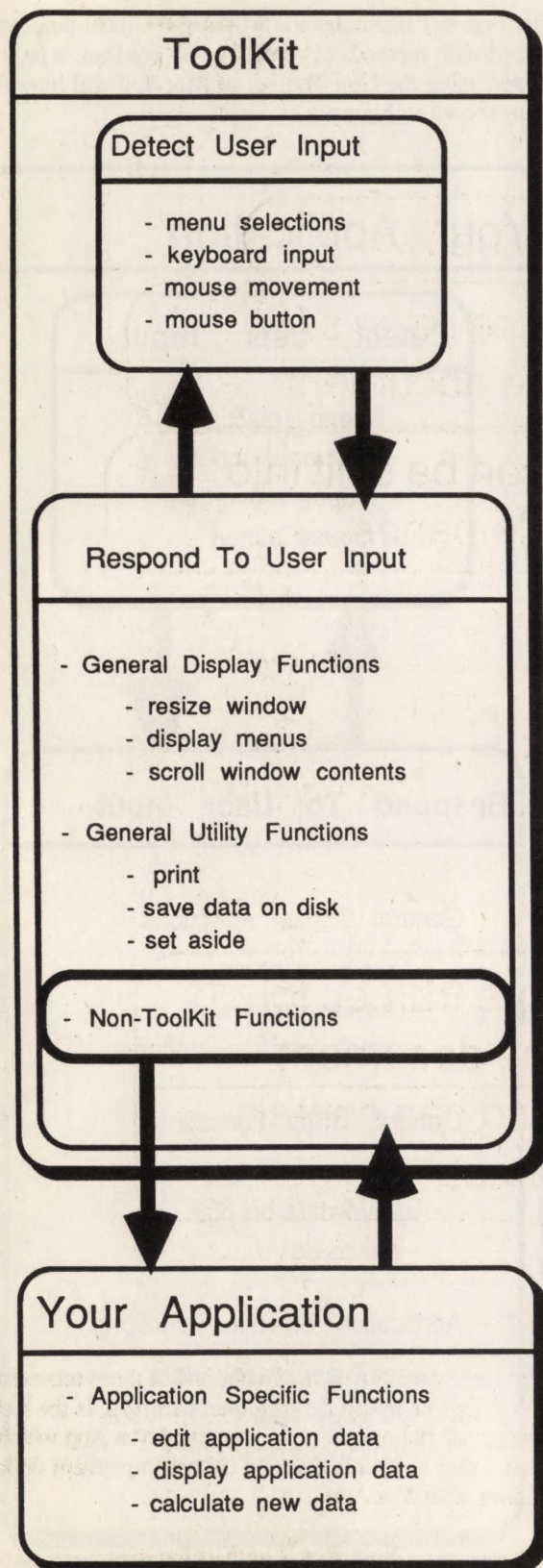


Figure 2

The essential difference between these two kinds of applications is whether or not the application code is in control of the user interface. The ToolKit interprets all user input and performs general utility actions, leaving only the very specific application-oriented functions to the application code. This feature is what permits a system to be able to resize or scroll the window right in the middle of editing a word in a document. I want to emphasize this kind of relationship by saying that when a user scrolls the document or resizes the window, the application code is never even notified that it happened. (It is possible for the application to find it out, but the normal operation means that the application code is oblivious to these kinds of actions on the user's part.) This is sometimes called a "modeless" environment, meaning that the user is free to do a very broad class of operations at any point in time.

By contrast, when the user input processing is tied to the individual application functions, then user actions are generally restricted to a relatively narrow set of functions that is related to the current class of operations being performed. This is sometimes referred to as mode-oriented computing, meaning that the program is always in a particular mode like editing mode or data input mode. In this kind of a program, before you can do editing, you must switch from some other mode into the editing mode.

ToolKit/MacApp Differences

The user interface for the ToolKit was implemented by taking full advantage of the multi-tasking features of the Lisa Operating System. There are separate tasks controlling various aspects of the user interface, and these tasks are assumed to have full responsibility for each of the specific functions. This means that an application must never attempt to take control of input devices like the mouse, since there would then be two functional elements, each of which assumes autonomy. There is simply no way to tell the ToolKit that your application would like to have control of the user interface for some period of time. Herein lies one of the major differences between the ToolKit and MacApp.

The design of MacApp has permitted the applications to use its facilities for user interface control or revert back to calling some of the Toolbox routines and handle particular user interface functions in the application itself. I believe that this is a consequence of a lack of generality in the multi-tasking functions in the Macintosh design, although I do not have sufficient understanding of Macintosh to say this with complete confidence. Regardless of its origin, **this is the most fundamental difference between the two systems.**

The other major difference between the ToolKit and MacApp stems from a different hierarchy in the application/document structure as shown in Figure 3.

The ToolKit Application

has one document type

which is displayed in one window

containing one or more panels for
different views of the document

each of which can be split into
multiple panes

The MacApp Application

has one document type

which is displayed in one
or more windows

containing one or more frames for
different views of the document

frames can be split and can contain
other frames

Figure 3

I have not used MacApp enough to appreciate all of the implications of these differences, but the document structure does create certain limitations on the operation of an application. A new book by Kurt Schmucker, *Object-Oriented Programming for the Apple Macintosh*, due out in early 1986, will have a detailed explanation of MacApp, as well as the ToolKit. (Also early next year, the ToolKit Users' Group newsletter will have an article by Kurt which explains how to convert a ToolKit program to MacApp.)

Another difference that is not major and is more related to the design of the Macintosh desktop than MacApp, is the lack of the concept of stationery. A limitation of MacApp which has no relationship to Lisa is that you cannot implement desk accessories with MacApp.

Now For The Similarities

In order to take a look at the similarities between the systems,

let us consider an application that is using MacApp to the fullest extent possible. The following actions would all be handled in a very similar manner by either the ToolKit or MacApp:

- resize window
- make selections from menus
- scroll window
- edit text
- display menus
- save the document
- print

Applications from both The ToolKit and MacApp have a single document accessible at any point in time. The single document might have different views of its data (e.g., tabular and graphical), but it cannot have two active documents with totally different content and structure. For example, neither the ToolKit nor MacApp can be used to build a multi-purpose program that handles a spreadsheet, word processor, graphics, and accounting package.

From Clascal to Object Pascal

The kind of modeless environment created with the ToolKit and MacApp is very difficult to achieve using the standard programming languages. It can be done, as is shown by the very sophisticated Macintosh applications written with the Toolbox. However, the difficulty of doing this is partly evident in the delays observed in all of the early Macintosh software products, including some of those done by Apple. Those who have worked with the Toolbox can testify to the very complex set of operations that have to be coordinated in order to do simple tasks such as scrolling a window containing text.

Probably because Larry Tessler was involved with Smalltalk work at Xerox, the concept of object-oriented programming was introduced to the Pascal environment at Apple. The result was a language called Clascal (classes implemented in Pascal) which was used to implement the Office System and the ToolKit. Since most of the people who became involved with the ToolKit were not acquainted with object-oriented languages, this became a significant barrier to understanding the ToolKit. While Clascal was not bad for a first try, it clearly had some awkward syntax conventions that needed improving. In fact, during the early stages of the ToolKit development, several changes occurred in the Clascal syntax.

When development was halted on the ToolKit and MacApp development began, a major change to Clascal was made, also. Apple got together with Nicholas Wirth and came up with Object Pascal as a first try for a standard way to marry object-oriented concepts with Pascal. For those who have worked on the ToolKit and are thus familiar with Clascal, the switch to

Object Pascal will not be difficult. For those who are beginning with Object Pascal, the adjustment to object-oriented programming should be helped by Object Pascal's improvements. The one other difference between Clascal and Object Pascal is that Object Pascal will generate code only for the Macintosh. (At this point there will be the appropriate round of boos and hisses from the Lisa crowd.)

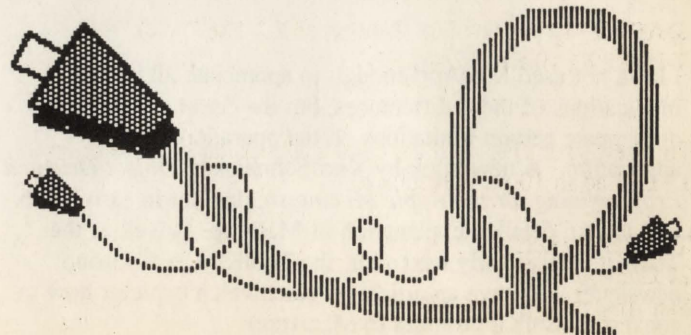
Summary

The basic similarities between the ToolKit and MacApp are their common orientation towards object-oriented programming and their intent to provide all of the common user interface functions in a single package that all application developers can use. The biggest philosophical difference is that MacApp is not intended to have *complete* control of the user interface. The second significant difference is an alternative definition of what constitutes a document. At this point, MacApp is not the elaborate facility the ToolKit is, but we have to consider that MacApp is at an early stage of development and currently it is running on a smaller computer in a less general operating environment than Lisa's. Within its scope, MacApp should provide the same kinds of help to developers that are present in the ToolKit. Surely MacApp will evolve into a very powerful tool.

MacApp should be of special interest to those developers who have not made the sizable investment to learn the Toolbox and Inside Macintosh. While there is still quite a bit to learn with MacApp, more of the developer's time will be focused on the application code and less on the inner workings of the user interface.



David Redhed has worked with micros, minis, mainframes and super computers over a 22-year career at The Boeing Company in Seattle, Washington. In 1983, he left Boeing to pursue a Lisa project with A.P.P.L.E. and spent two years working on all aspects of Lisa. In 1984, he organized the ToolKit Users' Group and the Desktop Junction. Although he returned to work for Boeing in mid-1985, he continues to support these groups and writes a Lisa/XL column for MACazine.



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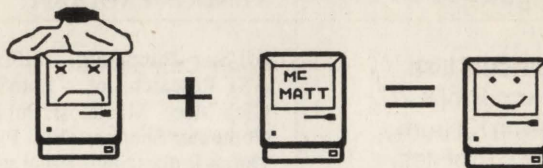
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The LisaTalk Report

Premier Issue

Optimizing Your Lisa/Mac XL Computer

On June 19, 1985, The NetWorkers, along with The Peninsula Lisa Users' Group, conducted a nation-wide electronic conference, entitled, "The LisaTalk Forum."

The objective of The LisaTalk Forum was to offer the Lisa community, representatives from Apple Computer, Inc., third-party developers, and members of the press, an opportunity to electronically discuss the discontinuation of the Lisa/Mac XL and alternative, on-going support.

Participants of The LisaTalk Forum Included:

George Por, Computer Currents
Stephanie Littell, Apple Computer
Lewis Guice, The NetWorkers
Fred Reitberger, Intersol Corp.
Joan D. Dickey, Peninsula Lisa Users Group
Gordon Stubbs & Captain John Day,
Washington Apple Pi Users Group
Harvey Morrison, Apple 32 Users Group
Gary Ingram, Nite & Day Power Technologies
Kurt J. Schmucker, Productivity Products, Int'l.

Alex Hoag, Blyth Software Corp.
Ash Jain, AST Research, Inc.
Rob Graner, Graner Oil
Richard Hart, KPIX-San Francisco
Daniel Sabsay, Cybernetic Moments
Tom Barnum, Computer Connection
Mary Cadloni, Personal Computing
Joe Kroeger, ICON Newsletter
Dan Farber, Macworld Magazine

Subjects Discussed In The LisaTalk Forum Included:

- Apple's Commitment To 5 Years Of Support And Service For The Lisa/Mac XL.
- Migration Of Lisa 7/7 Data Into The Macworks Environment And Back.
- Third-Party Support
- Software Expansion
- Fixing Bugs In Lisa 7/7 And MacWorks
- Hardware Expansion

In light of users' tremendous support of and interest in this event, The NetWorkers decided to publish an edited version of the transcripts of The LisaTalk Forum, along with product reviews and other valuable information, and the Premier issue of The LisaTalk Report was born. The NetWorkers received an overwhelming response to the premier issue--orders are still coming in--and we began to think about the viability of an on-going, quarterly publication. This is how The LisaTalk Report began. We believe that with the continued support of Lisa/Mac XL users around the world, the Lisa/Mac XL community will actualize to its greater potential and continue to enhance the way we do business every day.

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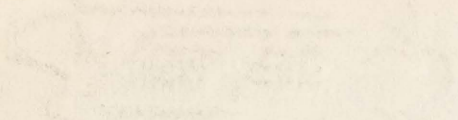
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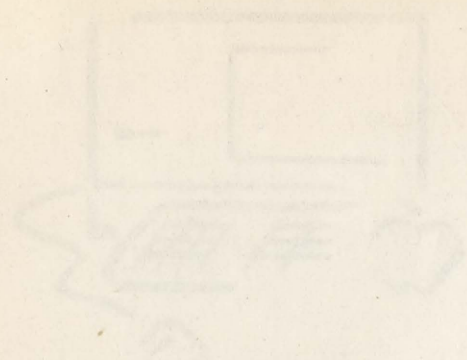
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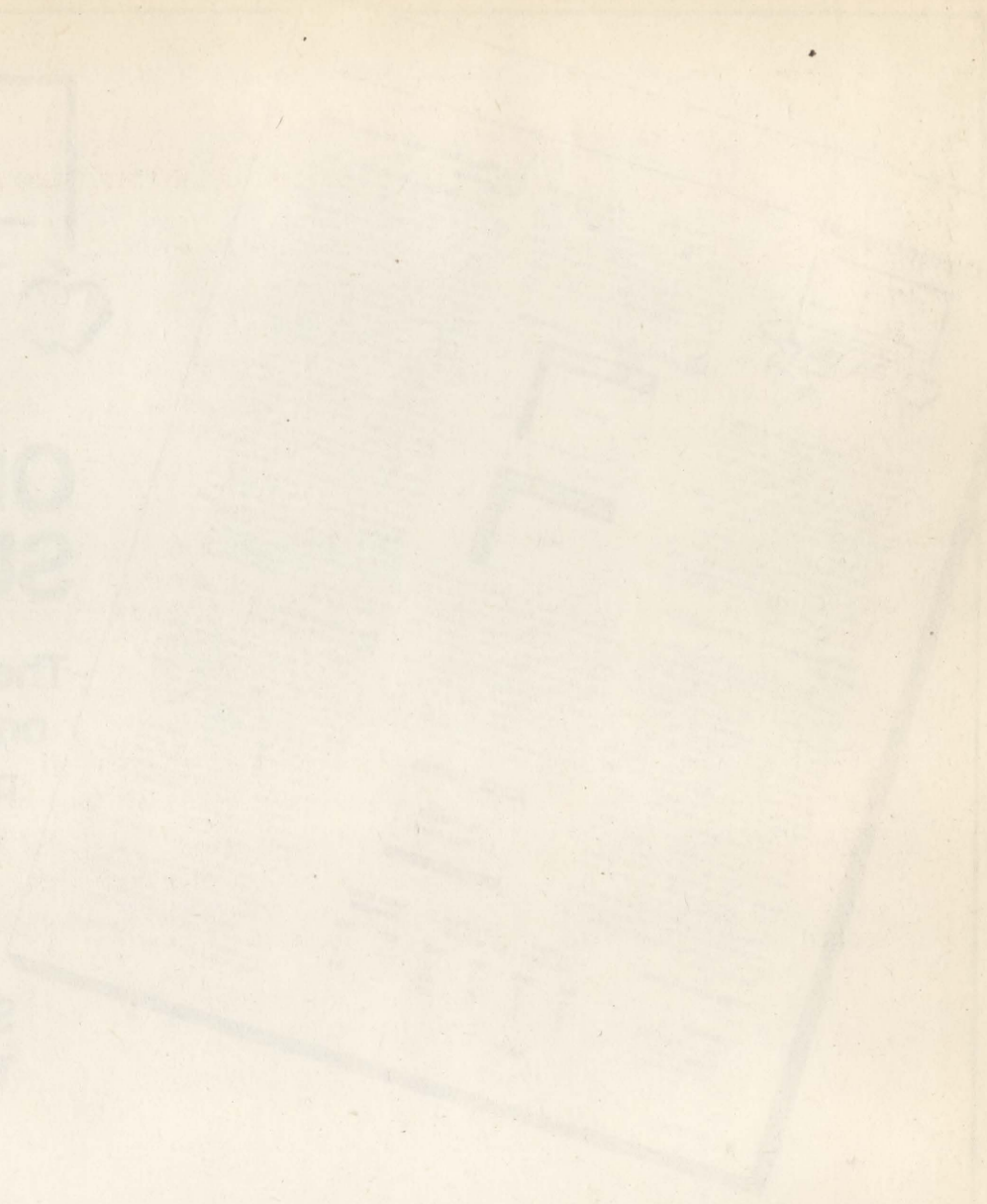
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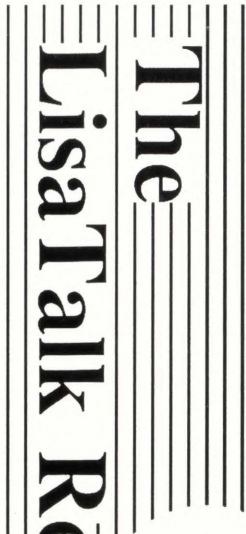
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